

# Department of Human Services

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## Community Information & Referral Packet



Last updated in January 2016  
Allegheny County Department of Human Services  
Community Information & Referral Packet – 412-350-6778 or 412-350-2441  
Any suggestions/corrections are welcome  
One Smithfield Street, Suite 400, Pittsburgh, PA 15222  
[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)

## **About the Department of Human Services, Community Information & Referral Packet**

This resource guide was created by the Allegheny County Department of Human Services (DHS) to assist human service professionals in finding referrals for the individuals and families they serve. It is the sincere hope of those who gathered this information that it is a helpful tool.

The information in this packet is in no way meant to be a comprehensive guide to every service throughout Allegheny County. Inclusion in this packet does not necessarily represent endorsement of the organization or its program nor does exclusion represent lack of endorsement.

### **Additional Resource Tools**

The **Community Information & Referral Packet** has gone through a number of changes. Some of the information from previous Packets can be found in the guides below.

#### **Dental/Vision/Hearing, Health Clinics, Health Insurance**

**Allegheny County Underinsured/Uninsured Resource Directory**

[www.achd.net/mainstart.html](http://www.achd.net/mainstart.html)

#### **Drugs/Alcohol, Drugs/Alcohol Support Groups, Dual Diagnosis, Mental Health, Mental Health – Children & Adolescents**

**Where to Call** – directory of main numbers for mental health and substance use disorder service providers [www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)

**Community Resources for People with Disabilities** is a resource guide detailing local and national resource information for those with any disability. [www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)

**The Family Resource Guide** [www.familyresourceguide.org/index.aspx](http://www.familyresourceguide.org/index.aspx) provides resources for children birth to 21 with developmental delays, disabilities and special healthcare needs in and around Allegheny County.

#### **LGBTQ (Lesbian, Gay, Bisexual, Transgender, Questioning) Resource Guide:**

[www.alleghenycounty.us/Human-Services/Resources/LGBTQ/Resource-Guide.aspx](http://www.alleghenycounty.us/Human-Services/Resources/LGBTQ/Resource-Guide.aspx)

**United Way – PA 211 Southwest** - offers additional resource support. Dial 2-1-1 or 888-553-5778 or 7-1-1 if hearing impaired, or e-mail: [info@pa211sw.org](mailto:info@pa211sw.org) or for an extensive directory of health and human services in our region. Website access: [www.Pa211sw.org](http://www.Pa211sw.org)

#### **Director's Action Line 1-800-862-6783**

Addresses concerns, complaints, comments or questions about any service provided by DHS or a DHS-contracted provider; or a DHS staff person or staff of a DHS-contracted provider, the DAL is here to help.

#### **Allegheny Link 1-866-730-2368**

Provides information on services available to help older adults, people with disabilities and individuals who are homeless or at risk of becoming homeless, maintain their independence, dignity and quality of life.

#### **The Community Information & Referral Packet**

For questions about this guide or to make suggestions on changes, please contact:

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**Samantha Murphy, 412-350-2441, [Samantha.Murphy@alleghenycounty.us](mailto:Samantha.Murphy@alleghenycounty.us)**

The information furnished in this resource guide is not meant to be comprehensive listing of every service throughout Allegheny County. Information listed about agencies or programs may or may not be directly associated with Allegheny County Department of Human Services contracts. Inclusion of these guides/links does not necessarily represent endorsement of the organization or its program nor does exclusion represent lack of endorsement.

Please visit the following link for information about other human service topics:  
[www.alleghenycounty.us/human-services/index.aspx](http://www.alleghenycounty.us/human-services/index.aspx)

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# Child Care

## **(1) Angels' Place**

**N. Side 2615 Norwood Avenue, Pittsburgh, PA 15214, 412-321-4447**

**Brookline 600 Fordham Avenue, Pittsburgh, PA 15226, 412-531-MOMS (6667)**

**Swissvale 2538 Woodstock Avenue, Pittsburgh, PA 15218, 412-271-BABY (2229)**

<http://angelsplacepgh.org/>

Angel's Place provides comprehensive services to low-income single parents who are full-time students in high school or post-secondary school. They provide free child care, tutoring, support groups, counseling, and informal classes in parenting skills. Their goal is to support and enable these parents to complete their educations, break the welfare cycle, and provide for their families. Child care centers are located in the North Side, Swissvale and Brookline.

To be eligible for assistance through Angel's Place, you must be a single parent (unmarried, separated, divorced) and meet low-income requirements based upon federal guidelines. You must be enrolled as a full-time student while maintaining passing grades of a C or better. You will be required to contribute two hours of service to Angel's Place per week and to attend a weekly parenting class.

## **(2) Child Care Information Services, YWCA of Greater Pittsburgh**

**305 Wood Street, Pittsburgh, PA 15222**

**412-261-CARE (2273) or 1-800-392-3131**

[www.ywcapgh.org/Child-Care-Information-Services](http://www.ywcapgh.org/Child-Care-Information-Services)

Child Care Information Services (CCIS) is committed to: improving the quality of child care, providing referral service to parents from every economic level in order to help parents make informed child care choices, providing subsidy to eligible parents to the extent possible given funding constraints, and enhancing the system of child care in Allegheny County whenever possible.

Parents can call CCIS for information on the different types of child care available, how to choose child care that meets their needs, community resources, financial assistance for child care and referrals to child care providers in the geographic area of their choice. Each caller receives information on choosing quality child care that will aid them in their search.

*Child Care and Development Block Grant (CCDBG):* This program is state and federally funded and comes to CCIS through the Commonwealth of Pennsylvania, Department of Public Welfare. Every family who calls us for child care referrals or information is told about this program. To qualify, the caretaker and live-in companion/spouse of the child(ren) needing care must be working or enrolling in a job-related training program at least three days, twenty hours per week and the family's gross monthly income must meet income guidelines. For parents receiving cash assistance through the County Assistance Office (CAO), they must be participating in a CAO approved activity.

After a family is determined eligible, they are assigned a fee based on their income and family size. This fee is payable directly to the child care provider upon enrollment under the subsidy program. Parents may choose any child care provider that is currently under contract or willing to obtain a contract with CCIS to be subsidized. Any legal child care provider may participate in this "parent-choice" program.

## **(3) Child's Way® - a program of The Children's Home & Lemieux Family Center**

**5324 Penn Avenue, Pittsburgh, PA 15224, 412-441-4884**

[www.childrenshomepgh.org/childsWay.aspx](http://www.childrenshomepgh.org/childsWay.aspx)

Child's Way® is a day care center for children with special medical needs who may also be technology independent. Daily care by registered nurses incorporates therapeutic play with nursing care, individualized to meet the needs of each child; 1-3 ratio of staff to children. The center is an alternative to home health care for children ages birth to 21 years. Child's Way is a pediatric extended care program licensed by the PA Dept. of Health and the PA Dept. of Welfare. Child's Way participates with Child Care Information Services. For more information, contact Child's Way or Child Care Information Services (CCIS).

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[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)



# COMMUNICATIONS

## TELEPHONE • INTERNET • MESSAGE HELP

There are telephone and message options available to help maintain contact with human service agencies and resources, family and friends and for effective job search.

For information directly from the Public Utility Commission, visit this site:

[www.puc.state.pa.us/utilitychoice/downloads/telephone/lowincome.pdf](http://www.puc.state.pa.us/utilitychoice/downloads/telephone/lowincome.pdf)

## TELEPHONE SERVICES

Since 1984, the federal Lifeline programs have helped people get and keep telephone service. Lifeline has two landline programs, and one cell phone program. Eligibility must be re-certified annually, and expires any time the household income rises above the limit or is no longer in the other qualifying federal program. Terms vary by state, and these terms are for PA from the information below:

- Choose one service, either Landline or Cell Phone. A household can participate in either one, but not both.
- Choose to income-qualify by either Program Participation, or by submitting Proof of Income.

**Verizon's link to low-income assistance:**

[www22.verizon.com/about/community/pa/lowincome/pa\\_lowincome.html](http://www22.verizon.com/about/community/pa/lowincome/pa_lowincome.html)

**Verizon Link Up America:** Provides a 50% discount on the Line Connection Charge. Income guidelines will apply. 1-800-640-4155

**Verizon Lifeline Service:** Helps low-income customers get or keep their residential telephone service. Lifeline Service provides a credit on the telephone bill every month, and a 50% discount on the Line Connection Charge. When combined with the Link Up America Program, new customers who apply for Lifeline Service **will not** pay a Line Connection Charge.

1-888-641-8722 [www.lifelinesupport.org](http://www.lifelinesupport.org)

**Verizon Universal Telephone Assistance Program (UTAP):** Helps low-income customers who are served by Verizon to pay their basic telephone charges in time of crisis. To be eligible for UTAP money, you must already be a Lifeline customer, or be a Lifeline applicant who needs to have basic service charges paid before getting Lifeline Service. 1-800-837-4966

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[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)



**Qualify for any Lifeline service in PA: by Program, or by Income**

*To Qualify based on Program Participation, must already be receiving:*

- Federal Public Housing Assistance or Section 8
- Food Stamps and / or Medicaid and / or TANF welfare cash
- Low Income Home Energy Assistance Program (LIHEAP I or LIHEAP 2 / Crisis)
- National School Lunch (free program only)
- Supplemental Security Income / SSI
- State Blind Pension

*To Qualify by Income, meet income limits and documentation requirements below:*

Table below shows maximum gross income to be eligible for service (135% of FPIG)

Number Persons in Household	Annual Income
1	\$15,080
2	\$20,426
3	\$25,772
4	\$31,118
For each additional person, add...	\$5,346

The following are examples of documents that are accepted: 4 months of consecutive pay stubs, or letter from your employer, or last year's income tax return, or employer W-2 form.

**SafeLink Wireless - Free Cell Phone**

SafeLink Wireless includes a free cell phone and free service, with up to 250 free minutes per month, depending upon which one of three plan options you choose. You must have a valid United States Postal Address in order to ship your free phone. PO Boxes cannot be accepted. No one else in your household may receive landline or cell phone Lifeline Assistance. You may purchase retail TracFone prepaid cards for more minutes.

Enroll in this federally-supported program at [www.safelinkwireless.com](http://www.safelinkwireless.com), or by calling 1-800-977-3768. If you qualify by already participating in certain federal assistance programs, SafeLink does the verification. If you income-qualify, you must fax or mail copies of documents that prove your income. Fax to 1-800-834-7713; Mail to PO Box 220009, Milwaukie, OR 97269-0009. If you apply online to income-qualify, include a downloaded copy of your application with your proof-of-income documents.

**Assurance Wireless** provides a free cell phone and 250 voice minutes per month to eligible consumers. Visit [www.assurancewireless.com/public/welcome.aspx](http://www.assurancewireless.com/public/welcome.aspx) or call 1-888-898-4888 for details and an application.





# INTERNET

## COMCAST INTERNET ESSENTIALS FOR LOW-INCOME ALLEGHENY COUNTY RESIDENTS

Comcast is offering qualifying Allegheny County residents low-cost internet access. The program, called Internet Essentials, offers high-speed internet access for \$9.95 a month and a voucher for \$150 to buy a small, netbook-style computer.

### How to qualify

To qualify for \$9.95 a month Internet service and a low-cost computer, your household must meet all of the following criteria:

- Be located where Comcast offers Internet service
- Have at least one child receiving free school lunches through the National School Lunch program
- Have not subscribed to Comcast Internet service within the last 90 days
- Not have an overdue Comcast bill or unreturned equipment

### How to apply

- Call **1-855-8-INTERNET** (1-855-846-8376) request an application
- Comcast will mail you an application. Complete and return it, along with lunch program documents from your child's school
- Comcast will notify you by mail about the status of your application. Allow 7-10 days for a response.

### How to get connected

Once you are approved, Comcast will mail you a welcome package with everything you need to set up your Internet service and receive free Internet training. If you chose to purchase a low-cost computer, your welcome package will provide details.

### For more information

[www.internetessentials.com](http://www.internetessentials.com)

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[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)



## MESSAGE HELP

PA CareerLink offers the Hello Line (412 - 552 - 7042), a local phone number you may offer **employers only**, on your resume and job applications. You can begin using this number right away, and you do not need to apply or sign up for this service. PA CareerLink staff answer this phone line, and will take a message for you from an employer. You must come in to our office and check the message board for your messages; this is not a call-in message service.

You may also need to maintain contact with human service agencies and resources, and to stay in touch with supportive family and friends. The good news is - there are two programs to help you, and they are free! The Community Voice Mail program is free to anyone, and explained below. The Lifeline programs which have eligibility requirements, offer a household choice of either low-cost landline service, or the SafeLink free cell phone program.

Choose a service or services that are right for you. Whether you use the PA CareerLink Hello Line, Community Voice Mail, Lifeline landline or the SafeLink cell phone, you can stay in touch with employers, services, and anyone who is a positive influence.

**Community Voice Mail / CVM helps people living in transition or homelessness rebuild their lives by connecting them to jobs, housing, information and hope. We do this by providing a stable voice mail number at no cost to receive vital messages.**

This free service is for anyone seeking employment, housing, healthcare services, safety from domestic violence, and contact with friends, family and social service agencies. There are no income, household size or residency restrictions, and no minimum or maximum time limit as long as the client is actively using their voice mail number.

Contact Travelers Aid at the Pittsburgh Greyhound Office at 412-281-0751 to enroll over the telephone.

The Pittsburgh, PA Community Voice Mail program is part of the national network of CVM sites. Headquartered in Seattle, WA, the CVM National Office website is [www.cvm.org](http://www.cvm.org).

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[www.allegheycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.allegheycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)



# Crisis Hotlines

**Allegheny County**  
Information/Referral/Emergency Services  
412-350-4457 24-Hour service  
for help with MH/MR/D&A emergencies.  
[www.alleghenycounty.us/dhs](http://www.alleghenycounty.us/dhs)



**re:solve Crisis Network**  
1-888-YOU-CAN or 1-888-796-8226  
Answers 24 hours per day for emergency mental health counseling and access to mobile mental health assistance, walk-in service available.  
[www.upmc.com/services/behavioral-health/pages/resolve-crisis-network.aspx](http://www.upmc.com/services/behavioral-health/pages/resolve-crisis-network.aspx)

**24-Hour Hotlines to Reporting of Child Abuse and Neglect in Pennsylvania**

**ChildLine- 1-800-932-0313**  
Allegheny County DHS Office of Children, Youth and Families - 412-473-2000

More details about child protective services:  
[www.alleghenycounty.us/Human-Services/About/Contact/Child-Abuse.aspx](http://www.alleghenycounty.us/Human-Services/About/Contact/Child-Abuse.aspx)

**Area Agency on Aging Protective Services**  
412-350-6905 or 1-800-344-4319  
Or 1-800-490-8505  
24-Hour hotline to report abuse, exploitation and neglect of older adults. Also assists with issues involving self-neglect and abandonment.  
[www.alleghenycounty.us/Human-Services/About/Contact/Older-Adult-Abuse.aspx](http://www.alleghenycounty.us/Human-Services/About/Contact/Older-Adult-Abuse.aspx)

**Pittsburgh Action Against Rape**  
1-866-363-7273  
24-Hour crisis intervention, counseling and advocacy for victims of sexual assault.  
[www.paar.net](http://www.paar.net)

**Domestic Violence**  
**Alle-Kiski HOPE Center**  
1-888-299-HOPE or 1-888-299-4673  
[www.akhopecenter.org](http://www.akhopecenter.org)

**Crisis Center North**  
412-364-5556  
Or 1-866-782-0911  
[www.crisiscenternorth.org](http://www.crisiscenternorth.org)

**Woman's Center and Shelter of Greater Pittsburgh** - 412-687-8005  
[www.wcspittsburgh.org](http://www.wcspittsburgh.org)

**Center For Victims**  
412-482-3240 (East Liberty Location)  
1-866-644-2882 (24 Hour Crisis Hotline)  
[www.centerforvictims.org](http://www.centerforvictims.org)

**Womanspace East, Inc.**  
412-765-2661  
[www.wseinc.org/](http://www.wseinc.org/)

**Center for Victims Hotline**  
412-482-3240  
1-866-644-2882  
24-Hour support and crisis intervention, advocacy and counseling for individuals, communities, schools and the workplace.  
[www.centerforvictims.org](http://www.centerforvictims.org)

**United Way 211 Southwest**  
2-1-1 or toll free 1-888-553-5778  
Hearing Impaired 7-1-1  
Information & referral services providing problem solving and referrals to over 8500 health and human services.  
<http://pa211sw.org/>



**EARLY LEARNING - CHILDREN'S DEVELOPMENTAL NEEDS**

	<b>Located</b>	<b>Serves</b>
<b>Allegheny Intermediate Unit Project DART</b> 475 East Waterfront Drive, Homestead, PA 15120 <i>screening, assessment, education referral and programs for preschoolers with developmental delays</i>	(412) 394-5904 Homestead <a href="http://www.aiu3.net/DART">www.aiu3.net/DART</a>	Allegheny Co. (excluding the City of Pittsburgh)
<b>Alliance for Infants and Toddlers, Inc.</b> The Hough Bldg., 2801 Custer Avenue Pittsburgh, PA 15227 <i>early intervention services to families with children ages birth-3 with developmental concerns</i>	(412) 885-6000 Carrick <a href="http://www.afil.org">www.afil.org</a>	Allegheny Co.
<b>ACHIEVA Infant and Toddler Program</b> 711 Bingham Street, Pittsburgh, PA 15203 <i>programming in their center and in-home for ages birth - 3, with all handicapping conditions</i>	(412) 995-5000 Southside Flats <a href="http://www.achieva.info">www.achieva.info</a>	Allegheny Co.
<b>Children's Hospital of Pittsburgh Child Development Unit</b> 3420 Fifth Avenue, Pittsburgh, PA 15213 <i>Diagnosis, consultation and therapy to children ages birth-18 with developmental and/or behavioral disorders</i>	(412) 692-5560 Oakland <a href="http://www.chp.edu">www.chp.edu</a>	No Restrictions
<b>Early Learning Institute</b> 2510 Baldwick Road Pittsburgh, PA 15205-4904 <i>comprehensive early intervention services to infants, toddlers and pre-school children and their families</i>	(412) 922-8322 Crafton <a href="http://www.earlylearninginstitute.org">www.earlylearninginstitute.org</a>	Allegheny Co.
<b>Easter Seal Society of W.PA</b> 2525 Railroad St Pittsburgh, PA 15222 <i>(preschool age) nursery school, speech, language, hearing, dev. Screening, (ages 2-8) school program,</i>	(412) 281-7244 Downtown <a href="http://www.westernpa.easterseals.com">www.westernpa.easterseals.com</a>	Alleg, Greene, Washington, Westmoreland
<b>Family Resources of Western PA</b> 1425 Forbes Avenue Pittsburgh, PA 15219 <i>Therapeutic services and preschool for children 2 1/2 - 5 years old</i>	(412) 363-1702 Uptown <a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a>	No Restrictions
<b>Laughlin Center</b> 424 Frederick Avenue Sewickley, PA 15143 <i>Diagnosis &amp; remediation of learning, academic, speech/language problems, counseling; ages birth - 18</i>	(412) 741-4087 Sewickley <a href="http://www.laughlincenter.org">www.laughlincenter.org</a>	No Restrictions
<b>Office of Child Development</b> 400 N. Lexington St. Lower level 104 Pittsburgh, PA 15208 <i>Facilitates and develops partnerships to improve the lives of children and families</i>	(412) 383-4447 Homewood <a href="http://www.o.cd.pitt.edu">www.o.cd.pitt.edu</a>	Allegheny Co.
<b>Early Head Start/Head Start For information and enrollment call</b> Early Childhood Education Programs & support for families with children birth-3 years old, early education 3-5 yrs.	(866) 214-KIDS (5437)	Allegheny Co & City of Pgh

<b>PLEA</b> 733 South Avenue Pittsburgh, PA 15221 <i>School/partial hospitalization, wraparound services, respite care; for those with behavioral &amp; developmental needs</i>	(412) 243-3464 <a href="http://www.plea-agency.org">www.plea-agency.org</a>	Wilkinsburg	Allegheny Co.
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<b>Matilda Theiss Child Development Center</b> 373 Burrows Street Pittsburgh, PA 15213 <i>Mental health programming to address children with special needs related to emotional and behavioral disturbances, prenatal drug and alcohol exposure, a parent's mental illness diagnosis</i>	(412) 383-1575	Oakland	Allegheny Co.
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EMPLOYMENT			
		Located	Serves
<b>Achieva</b> 711 Bingham Street Pittsburgh, PA 15203 <i>individualized employment supports for persons with disabilities</i>	(412) 995-5000 (888) 272-7229 <a href="http://www.achieva.info">www.achieva.info</a>	Southside	No Restrictions
<b>AHEDD</b> 900 Sarah Street, Suite 202 Pittsburgh, PA 15203 <i>employment assistance and benefits counseling for youth and adults with disabilities</i>	(866) 902-4333 (412) 381-3313 <a href="http://www.ahedd.org">www.ahedd.org</a>	Southside	No Restrictions
<b>Braddock Employment/Training Center            MOST/Modern Office Systems Training</b> 849 Braddock Avenue, Braddock, PA 15104 <i>one stop shop to assist in job searching, GED prep, counseling, resume help, on-site child care</i>	(412) 273-6450	Braddock	No Restrictions
<b>PA Unemployment Compensation            Duquesne Call Center</b> <i>all unemployment compensation claims must be entered by phone or online</i>	(888) 313-7284 (412) 267-1475 <a href="http://www.portal.state.pa.us/">http://www.portal.state.pa.us/</a>		statewide
<b>Goodwill of SW PA</b> 118 52nd Street Pittsburgh, PA 15201 <i>education/training/job search/job coach for persons with disabilities, participants of welfare employment initiatives</i>	(412) 481-9005 <a href="http://www.goodwillswpa.org">www.goodwillswpa.org</a>	Lawrenceville	no restrictions
<b>Life's Work of Western PA</b> 1323 Forbes Avenue Pittsburgh, PA 15219 <i>helps youth and young adults w/ disabilities and barriers to employment to achieve productive employment</i>	(412) 471-2600 <a href="http://www.lifesworkwpa.org/">www.lifesworkwpa.org/</a>	Downtown	Western PA
<b>Online Job Search &amp; Career Information Tools</b> PA info: <a href="http://www.dli.state.pa.us">www.dli.state.pa.us</a> U.S. info: <a href="http://www.dol.gov">www.dol.gov</a> <i>CareerOneStop web site, <a href="http://www.careeronestop.org">www.careeronestop.org</a>, is a single point of entry to access all resources in the US Department of Labor's suite of electronic tools. Links to <a href="http://www.myskillsmyfuture.org">www.myskillsmyfuture.org</a>, with a local Business Locator to match user's work history, and a Job Preferences filter</i>			
<b>PA CareerLink Pittsburgh/Allegheny County</b> Wood Street Commons 304 Wood Street, Pittsburgh, PA 15219 <i>one stop shop to assist in job searching, job search workshops            computer classes , counselors, training/education job search program if eligible, resume help</i>	(412) 552-7100 <a href="http://careerlinkpittsburgh.com/">http://careerlinkpittsburgh.com/</a>		No restrictions (unemployed or employed)
<b>PA CareerLink East/Allegheny County</b> 2040 Ardmore Boulevard Pittsburgh, PA 15221 <i>one stop shop to assist in job searching, job search workshops            computer classes , counselors, training/education job search program if eligible, resume help</i>	(412) 436-2225 <a href="http://careerlinkpittsburgh.com/">http://careerlinkpittsburgh.com/</a>		No restrictions (unemployed or employed)
<b>PA CareerLink Additional Non County Centers</b> Alle-Kiski (724) 334-8600 <i>one stop shop to assist in job searching</i>			

<b>PA Office of Vocational Rehabilitation (OVR)</b> 531 Penn Avenue, Second Floor Pittsburgh, PA 15222 Bureau of Blind and Visual Services, first floor, <i>disability services and referrals for physical/psych eval, vocational assessment, job readiness/coach/search/retention, education/training, assistive technology</i>	(412) 392-4950 <a href="http://www.dli.state.pa.us">www.dli.state.pa.us</a>	Downtown	Western PA
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<b>People's Oakland</b> 3433 Bates Street, Pittsburgh, PA 15213 <i>psychological and vocational wellness and recovery/rehabilitation for adults with serious and persistent mental illness/substance abuse</i>	(412) 683-7140 <a href="http://www.peoplesoakland.org">www.peoplesoakland.org</a>	Oakland	Allegheny Co.
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<b>Senior Training &amp; Employment Program/STEP</b> 1 Smithfield Street Pittsburgh, PA 15222 <i>to improve the marketability for job search by updating general office skills for seniors age 55 and older,</i>	(412) 350-7119	Downtown	Allegheny Co.
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<b>Three Rivers Center for Independent Living</b> 900 Rebecca Avenue Pittsburgh, PA 15221 <i>one stop shop for disability services &amp; referrals for employment, independent living skills training, peer support</i>	(412) 371-7700 <a href="http://www.trcil.org">www.trcil.org</a>	Wilkinsburg	Western Pa
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<b>Ticket to Work Program Social Security Administration</b> <i>employment program for people with disabilities</i>	(866) 968-7842 <a href="http://www.yourtickettowork.com">www.yourtickettowork.com</a>		
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<b>U.S. Equal Employment Opportunity Commission (EEOC)</b>	(800) 669-4000 <a href="http://www.eeoc.gov">www.eeoc.gov</a>		
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<b>Volunteers of America</b> Workforce Development Program Life's Work Building, 1323 Forbes Avenue, Suite 232, Pittsburgh, PA 15219 <i>provides assessment, technology training and professional skills</i>	(412) 246-4434 <a href="http://www.voapa.org">www.voapa.org</a>		Allegheny Co.
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**Employment / labor-related special topics**

- **Safe, healthful working conditions for employers and employees:**  
Occupational Safety & Health Administration / OSHA, [www.osha.gov](http://www.osha.gov) ; Pgh. office: 412-395-4903
- **Minimum wage, overtime pay, recordkeeping, child labor and special employment,**  
Family and Medical Leave Act, more: US Dept. of Labor - Wage & Hour Division, 1-866-487-9243,  
[www.dol.gov/whd](http://www.dol.gov/whd) ; Pgh. District Office: 412-395-4996
- **Discrimination information / claims for job applicants and employees:**
  - City of Pittsburgh Commission on Human Relations:  
412-255-2600, [www.city.pittsburgh.pa.us/chr](http://www.city.pittsburgh.pa.us/chr)
  - PA Human Relations Commission: [www.phrc.state.pa.us](http://www.phrc.state.pa.us); Pgh. office: 412-565-5395
  - Federal laws, EEOC/ Equal Employment Opportunity Commission:  
[www.eeoc.gov](http://www.eeoc.gov); Pgh. office: 412-395-5902
- **Working with a disability:**
  - Ticket to Work and many work incentives for SSDI and/or SSI: [www.ssa.gov](http://www.ssa.gov)
  - Medical Assistance for Workers with Disability/MAWD: [www.dpw.state.pa.us](http://www.dpw.state.pa.us)
  - Benefits counseling at AHEDD (see above)



## Pennsylvania Department of Human Services

[www.dhs.pa.gov/](http://www.dhs.pa.gov/)

The Pennsylvania Department of Human Services is comprised of the following seven offices: Office of Child Development and Early Learning, Office of Children, Youth and Families, Office of Developmental Programs, Office of Income Maintenance, Office of Long Term Living, Office of Medical Assistance Programs and the Office of Mental Health and Substance Abuse Services. The department administers services that provide care and support to Pennsylvania's most vulnerable citizens.

The Commonwealth of Pennsylvania now has an online application for social services like cash assistance, food stamps, medical assistance, Medicare, Medicaid and more.

[www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

### County Assistance Office Headquarters

301 Fifth Avenue, Piatt Place  
Suite 470  
Pittsburgh, PA 15222  
412-565-2146  
LIHEAP (cash) 412-562-0330

### Alle-Kiski District

909 Industrial Boulevard  
New Kensington, PA 15068-0132  
724-339-6800

### Liberty District

Warner Center  
332 Fifth Ave. Third Floor  
Pittsburgh, PA 15222  
412-565-2652

### Three Rivers Office

Warner Center  
332 Fifth Avenue 2<sup>nd</sup> Floor  
Pittsburgh, PA 15222  
412-565-7755

### Institution-Related Eligibility District

301 Fifth Avenue, Piatt Place  
Suite 420 (IRED)  
Pittsburgh, PA 15222  
412-565-5604

### Greater Pittsburgh East

5947 Penn Avenue, 2<sup>nd</sup> Floor  
Pittsburgh, PA 15206-3844  
412-645-7400 or 7401

### Southeast District

220 Sixth Street  
McKeesport, PA 15132  
412-664-6800 or 6801

### Southern District

332 Fifth Avenue  
Suite 230  
Pittsburgh, PA 15222  
412-565-2232

## Food Stamp Screening Programs

Provide outreach and assistance by phone to help people who may be unsure if they qualify for food stamps.

### Urban League of Pittsburgh, Food Stamp Outreach and Enrollment Program

1-866-395-FOOD (3663)

[www.ulpgh.org/programs](http://www.ulpgh.org/programs)

### Greater Pittsburgh Community Food Bank, Food Stamp Outreach Coordinator

412-460-3663 \*286

[www.pittsburghfoodbank.org/programs/agency\\_relations.aspx](http://www.pittsburghfoodbank.org/programs/agency_relations.aspx)

### Just Harvest, Food Stamp Participation Assistance

412-431-8960

<http://justharvest.org/index.php/serving/food-stamps>

## US Social Security Administration

### Main Office

921 Penn Avenue, Pittsburgh, PA 15222  
1-800-772-1213

[www.ssa.gov](http://www.ssa.gov)

### East Liberty Branch

6117 Penn Circle North  
Pittsburgh, PA 15206

### McKeesport Branch

540 5th Avenue  
McKeesport, PA 15132

### Monroeville Branch

322 Monroeville Mall Office Complex  
Monroeville, PA 15146

### Mt. Lebanon Branch

650 Washington Road, Suite 120  
Pittsburgh, PA 15228

### North Side Branch

4 Allegheny Center, 2nd Floor  
Pittsburgh, PA 15212



*Family Support programs are based on the philosophy that the most effective way to ensure the healthy development and growth of young children is by supporting the families and communities in which they live. They are designed to increase the strength and stability of families, to increase parents' confidence in their parenting abilities and to afford children a stable and supportive family environment. Family Support Centers offer the opportunity for families to receive intensive, comprehensive, and culturally relevant services through home as well as center-based visits. Parenting education is provided.*

<http://allegHENYcounty.us/Human-Services/Programs-Services/Basic-Needs/Parent-Caregiver-Support/Family-Support-Centers.aspx>

## CENTRALLY LOCATED

Greater Hazelwood Family Center  
5006 Second Ave  
Pittsburgh, PA 15207  
412-904-2005

Hill District Center for Nurturing Families  
1801 Centre Avenue, Suite 310  
Pittsburgh, PA 15219  
412-683-7517

Lawrenceville Family Care Connection  
5235 Butler Street, 1<sup>st</sup> Floor  
Pittsburgh., PA 15201  
412-784-8683

## EASTERN NEIGHBORHOODS

East Liberty Family Support Center  
6435 Frankstown Ave.,  
Pittsburgh, PA 15206  
412-362-7609

East Hills Family Support Center  
2320 East Hills Drive  
Pittsburgh, PA 15221  
(412) 727-2640

Homewood-Brushton Family  
Support Center  
7140 Bennett Street, Pittsburgh, PA 15208  
412-243-6088

Lincoln Park Family Center  
7300 Ridgeview  
Penn Hills, PA 15235  
412- 661-1057

Wilkinsburg Family Center  
907 W. St. 5<sup>th</sup> Floor, Penn West Office  
Building  
Pittsburgh, PA 15221  
412-371-5934

Wilkinsburg Family Support Center  
807 Wallace Avenue, Suite 205  
Pittsburgh, PA 15221  
412-871-7948

## MON VALLEY NEIGHBORHOODS

Braddock Family Care Connection  
849 Braddock Avenue, Braddock, PA 15104  
412-273-4610

Clairton Family Center  
734 Miller Avenue  
Clairton, PA 15025  
412-233-8325

Duquesne Family Support Center  
1 Library Place, Duquesne, PA 15110  
412-469-9870



Duquesne Family Center  
Duquesne Education Center  
300 Kennedy Avenue, Duquesne PA 15110  
412-469-4163

East Allegheny Family Center  
200 Westinghouse Avenue  
Wilmerding, PA 15148  
412-829-6171

McKeesport Family Center  
339 5th Avenue  
2<sup>nd</sup> floor  
McKeesport, PA 15132  
412-672-6970

McKeesport First Steps  
First Steps Parenting Program  
339 Fifth Avenue, Second Floor  
McKeesport, PA 15132  
412-678-5130

Rankin Family Care Connection  
Rankin Christian Center  
230 Third Avenue, Rankin, PA 15104  
412-271-3408

Steel Valley Family Center  
304 East Eighth Avenue  
Homestead, PA 15120  
412-461-8019

Turtle Creek Family Care Connection  
208 Penn Plaza Shopping Center  
Turtle Creek, PA 15145  
412-829-8982

#### **NORTH NEIGHBORHOODS**

Highlands Family Center  
415 4<sup>th</sup> Avenue, Tarentum, PA 15084  
724-224-9006

Northview Heights Family Support Center  
101 Hazlett Street  
Pittsburgh, PA 15214  
412-323-1020

Providence Family Support Center  
3113 Brighton Road, Pittsburgh, PA 15212  
412-766-6730

#### **SOUTH NEIGHBORHOODS**

Hilltop Family Care Connection  
1630 Arlington Avenue, Pittsburgh, PA 15210  
412-432-1635

Latino Family Center  
5450 Second Ave.  
Pittsburgh, PA 15207  
(412) 325-8111

Prospect Park Family Center  
1450 Maple Drive  
Pittsburgh, PA 15227  
(412) 885-0284

#### **WEST NEIGHBORHOODS**

Focus on Renewal  
Positive Parenting Program  
701 Chartiers Avenue  
McKees Rocks, PA 15136  
412-331-1685

Sto-Rox Family Center  
618 Russlwood Avenue  
McKees Rocks, PA 15136  
412-771-6817

# Family Support Centers



**FATHER'S / MEN'S RESOURCES (See Also Family Support Centers)**

	Located	Serves
<b>Allegheny Family Network Fathers Involved Now</b> 425 N. Craig St., Suite 500, Pittsburgh, Pa 15219 <i>Focusing on the issues and concerns fathers face daily/ supporting a nurturing connection with their children</i>	(412) 246-2030 Pittsburgh	Allegheny Co.
<b>All PRO DAD National Website</b>  <i>Advice; Events; Family first, strengthening families everywhere.</i>	<a href="http://www.allprodad.com">www.allprodad.com</a>	Nationwide
<b>Arsenal Family &amp; Children Center</b> 336 South Aiken Avenue Pittsburgh, PA 15232 <i>parenting support for fathers</i>	(412) 345-0008 <a href="http://arsenalfamily.org/">http://arsenalfamily.org/</a>	Shady Side Allegheny County
<b>Center For Family Excellence Male Coalition Mentoring Group</b> 409 Dinwiddie St Pittsburgh PA 15219 <i>Strengthens families by helping teenage and adult males address issues that separate them from their families.</i>	(412) 232-0322 x13 <a href="http://www.cffe.org/">www.cffe.org/</a>	Pittsburgh Allegheny County
<b>Coalition For Fathering Families</b> 8133 Conemaugh Street Pittsburgh, PA 15221	(412) 731-5551	Pittsburgh Allegheny
<b>DAD's Program (Dads Assisting Dads)</b> 1401 Forbes Avenue Pittsburgh, Pa 15219 <i>Volunteer support programing serving dads in Allegheny County/Child Welfare system</i>	(412) 350-2824	Pittsburgh Allegheny
<b>Dr. Dad - ParentWise Program Family Services of Western Pennsylvania</b> 211 Huff Avenue, Suite 1, Greensburg, PA 15601 <i>A multi-week series dealing with topics of interest to fathers of infants and toddlers</i>	(724) 837-5410	Greensburg Westmoreland Allegheny Counties
<b>Elect Fathering Initiative</b> The Washington Health System Teen Outreach 410 N. Main Street, Washington, PA 15301 <i>provides teen fathers up to the age of 22 with parenting education</i>	(888) 301-2311 (724) 222-2311	Washington, PA Greene, Washington Fayette Counties
<b>Father's Collaborative Council</b> 475 East Waterford Avenue Homestead, Pa 15120 <a href="https://www.facebook.com/#!/pages/FATHERS-Collaborative-Council-FCC/315754551834465">https://www.facebook.com/#!/pages/FATHERS-Collaborative-Council-FCC/315754551834465</a>	(412) 394-5955	Homestead SW PA
<b>Healthy Start Inc., Male Initiative Program</b> Lexington Tech. Park, 400 N. Lexington Street Pittsburgh, PA 15208 <i>men located in Healthy Start areas, many supportive services, father's involvement, personal growth, d/a, etc.</i>	(412) 247-1000 <a href="http://www.hsipgh.org">www.hsipgh.org</a>	Homewood Allegheny .
<b>National Fatherhood Initiative</b> 20410 Observation Drive, Suite 107 Germantown, Maryland 20876 <i>Provides training, technical assistance and father-specific resources to organizations.</i>	(301) 948-0599	Beaver County Germantown, MD Nationwide

Updated October 2015

[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)

<b>National Responsible Fatherhood Clearinghouse</b>		Nationwide
<b>National Website</b>	<a href="http://www.fatherhood.gov">www.fatherhood.gov</a>	
<i>Resources for fathers, providers and the public at large interested in supporting strong fathers and families.</i>		

<b>Young Fathers Employment Program</b>	Hill District	Allegheny
<b>Hill House Association</b>		
1835 Centre Avenue, Pittsburgh., Pa 15219		
<i>Employment readiness, development, placement program, parenting/ life skills for young fathers age 17-24.</i>		

**All Family Support Centers serve fathers. The following have activities/groups specifically for fathers.**

<b>Braddock Family Care Connection</b>		Braddock
849 Braddock Avenue	(412) 273-4611	N. Braddock
Braddock, PA 15104		

<b>East Allegheny Family Center</b>		Wilmerding, Wall
200 Westinghouse, Avenue	(412) 829-6171	E. Mckeesport
Wilmerding, PA 15148		Monroeville
		Pitcairn, N. Versailles

<b>East Liberty Family Support Center</b>		East Liberty
6435 Frankstown, Avenue	(412) 362-7609	Garfield
Pittsburgh, PA 15206		Larimer

<b>Hill District Center for Nurturing Families</b>		Hill District
1801 Center Avenue, Suite 200	(412) 683-7517 x1423	Oakland
Pittsburgh, PA 15219	412-287-7532 for Nurturing Fathers	Uptown
		Oak Hill

<b>Hilltop Family Care Connection</b>		Mt. Oliver
1630 Arlington, Avenue	(412) 432-1635	Knoxville
Pittsburgh, PA 15210		Beltzhofer
		Allentown

<b>Latino Family Center</b>		County Wide for
5450 Second Avenue	(412) 325-8111	Families of Latin
Pittsburgh, PA 15207		descent

<b>Lawrenceville Family Care Connection</b>		Lawrenceville
5235 Butler Street	(412) 784-8683	Sharpsburg, Etna
Pittsburgh, PA 15201		Bloomfield
		Garfield

<b>Providence Family Support Center</b>		Marshall
3113 Brighton Road	(412) 766-6730	Shadeland, Perry
Pittsburgh, PA 15212		Hilltop

<b>Rankin Christian Care Connection</b>		Rankin
230 Third Street	(412) 271-3408	Swissvale
Pittsburgh, PA 15104		

<b>Steel Valley Family Center</b> 302-306 East 8th Avenue Homestead, PA 15120	(412) 461-8019	Homestead Munhall W. Mifflin
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<b>Sto-Rox Family Center</b> 618 Russellwood Avenue McKees Rocks, PA 15136	(412) 771-7166	McKees Rocks Sheriden Coraopolis
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<b>Turtle Creek Family Care Connection</b> 208 Penn Plaza Shopping Center Turtle Creek, PA 15145	(412) 829-8982	Turtle Creek Monroeville E. Pgh, Pitcairn
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<b>Wilkinsburg Family Support Center</b> 807 Wallace Street Wilkinsburg, PA 15221	(412) 871-7948	Wilkinsburg
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Listed below are some programs in Allegheny County providing monetary assistance.  
Many churches can also assist consumers with urgent financial needs.

## Housing Assistance

### **Action Housing, Mortgage Assistance Program, 412-281-2102, [www.actionhousing.org](http://www.actionhousing.org)**

ACTION-Housing's Mortgage Assistance Program and the Pennsylvania Homeowners Emergency Mortgage Assistance Program (HEMAP - 800-342-2397) enable long-term unemployed homeowners to save their homes from foreclosure through counseling and direct financial assistance.

### **Community Human Services, Housing & Rental Assistance, 412-246-1640, [www.chscorp.org](http://www.chscorp.org)**

Rental Assistance to avoid eviction or receive assistance with first month's rent/security deposit is provided Mondays from 11am-5pm, Wednesdays from 9am - 4pm and Fridays from 9am - 4pm. Specific documentation is required so call for an appointment and list of necessary documents.

### **Department of Public Assistance, Emergency Shelter Assistance Fund, 412-565-2146**

Provides financial assistance in order to prevent eviction or foreclosure, obtain permanent housing, or obtain temporary shelter. Consumers must be receiving public assistance benefits to qualify.

### **NeighborWorks Western Pennsylvania, [info@nwwpa.org](mailto:info@nwwpa.org), [www.nwwpa.org](http://www.nwwpa.org), 412-281-9773**

Provides financial empowerment that promotes homeownership, stable and happy homes and vibrant communities by offering credit/budget counseling, pre-purchase, pre-settlement and post purchase counseling, home buyer education, financial education and foreclosure prevention services.

### **Urban League, Housing Assistance Program, 412-227-4164, intake: 412-227-4805**

**610 Wood Street, Pittsburgh, PA 15222**

The Housing Assistance Program provides a one-time rental grant to landlords on behalf of eligible men, women and children of Allegheny County who are in a homeless or near homeless (Magistrate Notice) situation. The grant aids in establishing and maintaining permanent affordable housing.

## Rental Assistance for individuals/families who are homeless

### **Allegheny Link, 1-866-730-2368**

Provides information on services available to help older adults, people with disabilities and individuals who are homeless or at risk of becoming homeless, maintain their independence, dignity and quality of life.

## General Financial Assistance

### **Allegheny Valley Association of Churches, Emergency Financial Assistance, 724-226-0606**

The Emergency Assistance program provides short-term emergency assistance to families and individuals in need in the Allegheny Valley area. We help with rent and utility payment assistance, emergency food, clothing and shoe vouchers, gasoline vouchers, bus passes, prescriptions and referrals.

### **Catholic Charities / Basic Needs Assistance Line, 412-456-6976**

A small amount of financial aid is given to an individual in crisis. Additional consideration may be given to senior citizens. Funds are used for emergency financial needs and are not applicable to rent or security deposits. Consumers need not be referred by a social service agency.

### **Hebrew Free Loan Association of Pittsburgh, 412-422-8868, [www.hflapgh.org](http://www.hflapgh.org)**

Provides interest-free loans through a confidential, in-person application process to meet a variety of needs. Loans typically require a cosigner who has a source of income, has good credit and owns property in Allegheny County. Applicants must have a source of income and be permanent residents of Allegheny County. Call or visit the web site for more information.

### **North Hills Community Outreach, 412-487-6316, [www.nhco.org](http://www.nhco.org)**

Provides emergency food and financial assistance to families in crisis (i.e. food, energy assistance, budgeting, case management). Consumers must live in school districts of Hampton, Shaler, North Hills, North Allegheny, Pine-Richland, Northgate, Deer Lakes, Fox Chapel and Avonworth.

### **Salvation Army - 412-446-1500**

Assistance may be provided for help with food, clothing and utility bills pending availability. Call the phone number above with the zip code of the person in need, to be referred to the consumer's local Salvation Army Unit.

### **St. Vincent DePaul Society - Main Office Number 412-321-1071 \*2**

[www.svdppitt.org/](http://www.svdppitt.org/)

Emergency help to those in need of material assistance: services provided through a volunteer network of the parishes of the Catholic Church and rendered according to availability. Services include referral counseling, food distribution, and application utility assistance. Organizations can apply to be 'partner agency' and can get direct help for those they serve. Contact the number above to be referred to the consumer's local church or the central office will assist.

Financial Help





# WHERE CAN I FIND FOOD???



Allegheny County Department of Human Services provides a comprehensive listing of food assistance and food providers at the following website:

[www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Food-Assistance.aspx](http://www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Food-Assistance.aspx)

## HUNGER SERVICES NETWORK at the URBAN LEAGUE

Hunger Services Network links people who urgently need help finding food to any program that will meet their needs. In addition to food pantry referrals, they also connect callers to other community based programs, including Women, Infants & Children (WIC), food stamps and Meals on Wheels.

The **Emergency Food Assistance Hotline** is open Monday through Friday from 9:30 AM - 3:00 PM and it has a message machine that answers 24 hours a day. This line screens callers and refers them to their local food pantry so consumers can get food assistance as soon as possible. **(412) 681-1121**, [www.ulpgh.org/programs/housing.asp](http://www.ulpgh.org/programs/housing.asp)

The **Food Stamp Screening Program** provides food stamp eligibility by phone. Eligibility can be determined in about 15 minutes by a Food Stamp Coordinator. **1 (866) 395-FOOD**

## WIC

The Women, Infants & Children Program (WIC) provides vouchers for nutritious foods to be used at participating grocery stores. Vouchers are available for pregnant & breastfeeding women, postpartum women and children up to the age of five who meet eligibility criteria. WIC also offers vouchers during the summer months for the Farmers Market Nutrition Program. These vouchers are to be used at participating farmers markets and farm stands.

**(412) 350-5801** [www.achd.net/wic](http://www.achd.net/wic)

Also available, breastfeeding Help Line:

**412-687-2243**

## GREATER PITTSBURGH COMMUNITY FOOD BANK

The **Food Bank** is the supplier of food pantries, soup kitchens, congregate feeding facilities, shelters and other community programs. The **Produce to People** program is the Food Bank's largest mobile pantry program. Each family receives 30-50 pounds of food, including fresh produce. Produce to People is an additional resource to our local pantries and participants are able to come to as many distributions as needed while still attending a local pantry.

**(412) 460-3663** [www.pittsburghfoodbank.org](http://www.pittsburghfoodbank.org)

## THE BRASHEAR ASSOCIATION

<http://www.brashearassociation.org/programs/food-assistance>

The Brashear Association's food pantry provides food and other commodities to low-income individuals and families two days each week at Brashear and Kaufmann Centers. Participants may obtain food every month. Information concerning public benefits and other services is also available. **(412) 431-2236**

## HOME DELIVERED MEALS

Nutritious prepared meals and friendly smiles are delivered five days a week to individuals who cannot shop/cook for themselves due to injury, illness, or other medical or mobility issues.

Weekly contributions are requested. Adults 60 and over ONLY.

**(412) 350-5460**

[www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Food-Assistance.aspx](http://www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Food-Assistance.aspx)

## DOWNTOWN MINISTERIUM WALK-IN MINISTRY

Five churches downtown rotate weekly providing bags of food serving persons in need. Food pantries must be accessed first. St. Mary of Mercy (412) 261-0110, 1st Presbyterian (412) 471-3436, Trinity Cathedral (412) 232-6404, Smithfield United (412) 281-1811, 1st Lutheran (412) 471-8125



Updated October 2015

[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)





# FOREIGN LANGUAGE ACCESS



*Title VI of the Civil Rights Act (1964) protects persons from discrimination based on their race, color and national origin, including language. Organizations receiving federal assistance must provide meaningful access to their programs and services for individuals and families with limited English proficiency.*

## **Serving Individuals with Limited English Proficiency (LEP)**

*Consider the following steps, as an organization and an individual, to ensure quality service to LEP clients.*

- Establish organization-wide language access protocols, policies, and resources.
- Be prepared to identify LEP individuals and assess the need for language assistance services.
- Offer language services free of charge to those with LEP needs in their preferred language.
- Provide easy-to-understand print and signage in languages commonly used in your area.
- Plan to use additional time during meetings for interpretation.
- Employ bilingual staff and train or test for interpreter proficiency.
- Form relationships with professional and volunteer language service providers.
- Partner with specialists in ethnic and immigrant-serving organizations.
- Find cultural moderators: Individuals who can bridge cultures.

## **Communicating Across the Language Barrier**

*Regardless of LEP, you can encourage and participate in meaningful communication. Consider the following:*

- Greet the individual warmly and ask how they prefer to be addressed.
- Speak clearly and concisely, slow down your rate of speech, and pause if needed.
- Choose simple words and phrases, and avoid jargon or idioms (e.g., it's a piece of cake).
- Explain procedures simply and offer to repeat.
- Encourage questions and give time to respond.
- Use active listening to clarify what you've heard.
- Check for understanding and agreement; don't rely on a nod or smile.

## **Foreign Language Interpretation and Translation Services\***

### On-site, In-person Interpretation

- + Echo International: 412-261-1101
- + Language Services Associates: 800-305-9673
- + Pittsburgh Language Access Network (PLAN): 412-281-1375
- + Royal Multilingual Translations: 412-716-3414

### Telephonic Interpretation

- + Language Line: 800-752-6069
- + Language Services Associates: 800-305-9673
- + Optimal Phone Interpreters: 877-746-4674

**+ Use trained and certified adult interpreters; do not rely on children.**

**+ Talk to the interpreter before the meeting.**

**+ Clarify roles: the Service Provider, the Interpreter, and LEP Participant.**

**+ Address the client, not the interpreter.**

\*This is a list of some available resources. DHS does not endorse specific providers of language services.

Compiled by: **Allegheny County DHS Immigrants & Internationals Initiative (10/2015)**

For more information and guidance: [WWW.LEP.GOV](http://WWW.LEP.GOV)



Thrift Shops are a good resource for low cost furniture, from clothing and chairs to baby furniture and household items. A comprehensive list can be found in the yellow pages or online ([www.shopans.org](http://www.shopans.org)). Most of the time, consumers need to be prepared to arrange for delivery, because most thrift shops do not provide delivery services.

#### Appliance Warehouse

523 Bingham Street, Pittsburgh, PA 15203

[www.appliancewarehouse.com/](http://www.appliancewarehouse.com/) (412) 381-8800

Sells/rents large new, or used appliances; has a 10 month rent to own program.

#### The Blessing Board

140 Pennsylvania Ave., Oakmont, PA 15139

[www.blessingboard.org](http://www.blessingboard.org) (412)-828-1055

Volunteer organization that gives away household goods to anyone who needs or wants them.

No delivery services are available.

#### Construction Junction

214 N. Lexington Street, Pittsburgh, PA 15208, (412) 243-5025

[www.constructionjunction.org/](http://www.constructionjunction.org/)

This organization supports and promotes conservation through the reuse of building materials and provides usable building materials & household items to people in the community at a very low cost.

#### East End Community Thrift Shop ("Thrifty")

5123 Penn Avenue, Pittsburgh, PA 15224, (412) 361-6010

<http://thomasmertoncenter.org/thrifty/>

Open to the community offering clothing, furniture, and small appliances. Social service workers can fill out an application on behalf of their consumer to receive a small voucher to be used for household items within this thrift shop. Call directly for the guidelines and an application.

#### Goodwill Thrift Stores

Dormont (412) 942-0090, Hill District (412) 924-0070, Cheswick (724) 274-5883

Monroeville (412) 856-9840, North Hills (412) 635-9612, North Side (412) 322-5666, South Side (412) 481-5390, Whitehall (412) 885-5151

Addresses and more area locations available at [www.goodwillswpa.org/goodwill-stores](http://www.goodwillswpa.org/goodwill-stores)

Computer store location in Lawrenceville: [www.goodwillswpa.org/computer-store](http://www.goodwillswpa.org/computer-store)

#### Off the Floor <http://offthefloorpgh.org/>

901 Allegheny Avenue, Pittsburgh, PA 15233, [info@offthefloorpgh.org](mailto:info@offthefloorpgh.org) or 412-926-5053

Off the Floor Pittsburgh is a local Christian volunteer ministry which, since 2004, has provided basic used furniture like beds, dressers, tables, and chairs to disadvantaged families who lack these items. Call first as a referral from an agency partner is required. Delivery may be arranged.

#### The Salvation Army Family Thrift Store

44 South 9<sup>th</sup> Street, Pittsburgh, PA 15203, (412) 481-7900

Vouchers may be provided to individuals in need for use at the Salvation Army Thrift Shop. Social service workers can call for the guidelines and an application.

#### St. Vincent DePaul Society

Social service workers, priests and pastors are able to refer for vouchers for low or no cost items.

**Coraopolis:** (412) 264-2378 · 415 Chess Street, Coraopolis, PA 15108

**Penn Hills:** (412) 247-3202 · 10736 Frankstown Road, Pittsburgh, PA 15235

**Monroeville:** (724) 733-8585 · 1730 Golden Mile Highway, Monroeville, PA 15146

**Sharpsburg:** (412) 781-2020 · 900 Main Street, Pittsburgh, PA 15215

**Castle Shannon:** (412) 882-8519 · 3423 Library Road, Pittsburgh, PA 15234

#### Online Resources

Please consider visiting web sites such as [www.craigslist.com](http://www.craigslist.com) or [www.freecycle.org](http://www.freecycle.org) for low cost or free used furniture and household items in your area.

Updated October 2015

[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)

**GRANDPARENTS RAISING GRANDCHILDREN (see also "Family Support Centers")**

	<b>Located</b>	<b>Serves</b>
<b>Allegheny Cty Department of Human Services</b> <b>Family Caregiver Support Program</b> 2100 Wharton Street, Second Floor, Pittsburgh, PA 15203 <i>caregiver program that can offer a reimbursement resource option to families caring for a child 0-18 years old</i>	(412) 350-5460 Downtown	Allegheny Co.
<b>A Second Chance, Inc.</b>  <i>2 monthly meetings to assist grandparents in the job of caring for their grandchildren</i>	(412) 342-0600 <a href="http://www.asecondchance-kinship.com">www.asecondchance-kinship.com</a>	Allegheny Co.
<b>Penn State Cooperative Extension</b> Kinship Programs  <i>an online list of resources for kin who are parenting their relative's children</i>	<a href="http://extension.psu.edu/kinship/programs/allegheny">http://extension.psu.edu/kinship/programs/allegheny</a>	

**HIV/AIDS & SEXUALLY TRANSMITTED DISEASES**

	<b>Located</b>	<b>Serves</b>
<b>Allegheny County Health Department</b> 3441 Forbes Avenue, 2nd Floor (Forbes Medical) Pittsburgh, PA 15213 <i>STD and HIV testing</i>	(412) 687-2243 Oakland STD testing: (412) 578-8081	Allegheny Co.
<b>Persad Center, Inc.</b> 5301 Butler St. Pittsburgh, PA 15201 <i>LGBT outpatient counseling for individuals/sexual minorities, also for couples &amp; families, support groups</i>	(412) 441-9786 Lawrenceville (888)873-7723	Tri-State area
<b>Pittsburgh AIDS Task Force</b> 5913 Penn Avenue, 2nd. Floor Pittsburgh, PA 15206 <i>diagnosis, treatment, referrals for HIV, sexually transmitted diseases, other healthcare and services</i>	(412) 345-7456 East Liberty (888) 204-8821 <a href="http://www.patf.org">www.patf.org</a>	Southwestern PA
<b>Planned Parenthood of Western PA</b> <i>HIV testing</i>	(412) 434-8971 (412) 257-9880 (412) 264-7205 <a href="http://www.ppwp.org">www.ppwp.org</a>	(Downtown) (Bridgeville) (Moon) Allegheny Co.
<b>The Positive Health Clinic</b> <b>Allegheny General Hospital</b> 1307 Federal Street, Pittsburgh, PA 15212 <i>early HIV intervention and treatment, case management, family &amp; individual counseling, referrals</i>	(412) 359-3360 North Side For HIV testing, call John Nardi at (412) 359-4424 <a href="http://www.wpahs.org">www.wpahs.org</a>	Allegheny Co.
<b>Prevention Point Pittsburgh</b> 907 West Street Pittsburgh, PA 15221 <i>provides clean injection equipment and related services to injection drug users to reduce spread of diseases</i>	(412) 247-3404 Wilkinsburg <a href="http://www.pppgh.org">www.pppgh.org</a>	Allegheny Co.
<b>Shepherd Wellness Community</b> 4800 Sciota Street Pittsburgh, PA 15224 <i>Weekly dinners, support groups, social activities, transportation, newsletter for those with HIV/AIDS</i>	(412) 683-4477 Bloomfield <a href="http://www.swconline.org/">www.swconline.org/</a>	Allegheny Co.
<b>University of Pittsburgh Medical Center</b> <b>Pittsburgh AIDS Center for Treatment (PACT)</b> <b>Pitt Treatment Evaluation Unit (PTEU)</b> <i>Participation in experimental studies, services are free of charge</i>	Oakland (412) 647-7228 (412) 647-8125	No Restrictions

## SUBSIDIZED HOUSING

### Housing Authorities

#### Allegheny County

625 Stanwix Street

12<sup>th</sup> Floor

Pittsburgh, PA 15222

Subsidized housing (412) 355-8940

Section 8 (412) 355-8940 (then press 2)

[www.achsng.com](http://www.achsng.com)

#### City of Pittsburgh

200 Ross Street, 9<sup>th</sup> Floor

Pittsburgh, PA 15219

Subsidized housing (412) 456-5030

Section 8 (412) 456-5090

(number for existing Section 8 participants)

[www.hacp.org](http://www.hacp.org)

#### McKeesport

2901 Brownlee Avenue, 2nd Floor

McKeesport, PA 15132

(412) 673-6942

[www.mckha.org](http://www.mckha.org)

#### Housing and Urban Development

(HUD) provides two lists (1) for families and (2) for older adults of all the subsidized housing options available in Allegheny County. This list contains housing authority and private landlord (such as non-profit management programs) properties. Each property maintains its own waiting list.

(412) 644-6428, [www.hud.gov](http://www.hud.gov)

Section 8 vouchers travel with the renter anywhere in the United States. Any property can be rented if the landlord is willing to participate in the Section 8 program and the property meets certain safety and sanitation standards. Certificate holders pay 30% of their income to rent and there is a ceiling on the total rent amount. With a voucher, the individual pays a set amount and the housing authority pays the difference in rent.

Occupants of *subsidized housing* (also known as *public housing*) pay no more than 30% of their income for rent.



# Housing Programs in Allegheny County



## HOUSING COUNSELING & ASSISTANCE

### *ACTION-Housing*

Mission: To empower people to build more secure and self-sufficient lives through the provision of decent, affordable housing, essential supportive services, asset building programs, and educational and employment opportunities. Has a history of serving the most vulnerable populations, including veterans, homeless families, and youth aging out of the foster care system. [ahi@actionhousing.org](mailto:ahi@actionhousing.org), [www.actionhousing.org](http://www.actionhousing.org), (412) 281-2102

*Allegheny Housing Rehabilitation Corporation (AHRCO)* provides a housing management program which offers subsidized and non-subsidized housing in specific neighborhoods of the county. Main office (412) 687-6200

*NeighborWorks Western Pennsylvania* provides financial empowerment that promotes homeownership, stable and happy homes and vibrant communities by offering credit/budget counseling, pre-purchase, pre-settlement and post purchase counseling, home buyer education, financial education and foreclosure prevention services.

[info@nwwpa.org](mailto:info@nwwpa.org) / [www.nwwpa.org](http://www.nwwpa.org) / (412) 281-9773

*Supportive Relocation Program/Community Human Services* provides case management services, relocation and tangible assistance for homeless individuals and families. Clients must have a stable source of income and an agreement to comply with a comprehensive case management plan to be eligible. (412) 246-1640 or (412) 621-6513

*Urban League* provides financial help with first months rent/security deposit, housing counseling and housing resource lists. City - (412) 227-4805, County - (412) 227-4812

The Department of Human Services publishes a detailed listing for **homeless services** of emergency and supportive services called the **HUD/HAP Contracted Providers of Housing Directory** [www.alleghenycounty.us/dhs/guides.aspx](http://www.alleghenycounty.us/dhs/guides.aspx)

## HOUSING REPAIR

*AHILP / Allegheny County Department of Economic Development* provides financial help for home improvements to qualifying (elderly/very low income/disabled) residents of most neighborhoods in Allegheny County. (412) 350-6337

*Urban Redevelopment Authority of Pittsburgh* provides low-interest loans and below-interest mortgage programs to Pittsburgh city residents. (412) 255-6600

*ACTION Housing Accessibility Modification Program* provides grants to eligible (elderly/disabled) residents of our county to make their home accessible. (412) 281-2102

*Hosanna Industries* provides construction services (including disability access improvements) for needy qualified low-income households as well as disaster relief services. (724) 770-0262

*Habitat for Humanity of Greater Pittsburgh* provides housing services to low-income residents of Allegheny County including rehabilitation and weatherization programs. (412) 351-0512

### **WEATHERIZATION:**

*ACTION-Housing* - for residents of the City of Pittsburgh. (412) 281-2102

*Weatherization Program* - provides free weatherization to elderly or low-income homeowners or renters throughout Allegheny County outside of the City (412) 227-3700

### **HANDYMAN JOBS:**

*Pittsburgh Project* provides minor repairs, including painting, drywall, and gardening for the owner-occupied homes of those who physically or financially cannot do the work for themselves. Focus is on elderly. (412) 321-1678



It is difficult to access many services without proper identification. The following information is provided to assist in acquiring proper identification if needed.

## BIRTH AND DEATH CERTIFICATES

WHERE: Pennsylvania Department of Health

HOW: [www.health.state.pa.us/vitalrecords](http://www.health.state.pa.us/vitalrecords)

## BIRTH AND DEATH CERTIFICATES

WHERE: Division of Vital Records

Pittsburgh State Office Building, 411 Seventh Avenue Suite 360, Pittsburgh, PA 15219

412-565-5113 (recorded message) or 844-228-3516

- \$20.00 fee per copy. Check or money order only, no cash accepted
- Fee not required for active or inactive members of the armed forces or their dependents

Information required for obtaining birth certificate:

- Full name, gender, date of birth, and city and county of birth
- Parents' names, including mother's maiden name
- Reason for request
- Relationship to the person (if requesting for records of someone other than self)
- Applicant's day phone #, including area code, and mailing address
- Applicant's signature

## CRIMINAL RECORDS

WHERE: Allegheny County Courthouse, 436 Grant Street, Pittsburgh, PA 15219, 1st and 2nd floors, Clerk of Courts  
412-350-5322 (then press 8)

HOW: Search computer records by name, date of birth, Social Security number, or case number. Search paper files by name or case number.

FYI: Basic information (charges and the disposition of the case) is available. For more information, you can fill out a form and the entire file will be retrieved. Also, basic information can be accessed on the internet at <http://ujportal.pacourts.us/DocketSheets/CP.aspx>.

## DRIVERS LICENSE/NON DRIVERS LICENSE PHOTO IDENTIFICATION

WHERE: Department of Motor Vehicles

HOW: phone 1-800-932-4600 or internet [www.dmv.state.pa.us](http://www.dmv.state.pa.us)

FYI: Information regarding drivers license centers in the state. You can search by zip code or county to locate a center. Information on renewing/obtaining a driver's license or photo ID.

## IMMIGRATION RECORDS

WHERE: Federal Courthouse, Liberty Avenue at 700 Grant St. 8th floor, Pittsburgh, PA 15219

HOW: Card file only. Search by name. Fill out request form for file

FYI: Information includes date of birth, year moved to U.S., year of citizenship

## SOCIAL SECURITY CARD

WHERE: Social Security Administration, Downtown Pittsburgh, 921 Penn Avenue, Pittsburgh, PA 15222  
(Offices also in McKeesport, North Side, Mt. Lebanon, East Liberty)

HOW: internet [www.ssa.gov](http://www.ssa.gov) or [www.socialsecurity.gov](http://www.socialsecurity.gov) or phone 1-800-772-1213

## VOTER REGISTRATION

WHERE: County Office Building, Ross Street and Forbes Avenue, Pittsburgh, PA 15219 6th floor, Elections Office

HOW: Visit in person, or call 412-350-4510.

FYI: Information includes birth date, party affiliation, and voting history

# Intellectual Disability

The Allegheny County Department of Human Services **Office of Intellectual Disability (OID)** provides coordinated mental retardation (MR) services through a number of contracted agencies. In order for eligible individuals to obtain Home and Community Based Waiver services and/or Supports Coordination through Allegheny County ID service system they must be registered with the OID. Everyone registered with OID receives Supports Coordination.

## How to Register for Intellectual Disability services

General inquires 412-253-1399 (Monday through Friday, 8:30 am to 4:00 pm)

Intake and registration 412-253-1250 (Monday through Friday, 8:30 am to 4:00 pm)

### How does the registration and intake process begin?

Registering for intellectual disability services begins with a call to a Registration Specialist at the Allegheny County Office of Intellectual Disability at 412-253-1250.

Be prepared to provide the following information regarding the person for whom services are being requested

Full name	Current address and telephone number
Social Security Number	Has there been or is there currently involvement with the Allegheny County Department of Human Services (DHS). Examples include mental health, justice related services, aging or children youth and family.
Birth Date	Medical/Health Insurance information including the name of the Health Insurance carrier and identifying numbers of the Health Plan
History of intellectual disability / mental retardation services	Educational Services such as the name(s) of schools that the person attended

Persons supporting the individual seeking registration may make this initial call. They will be asked for their contact information and to share the type of services being sought. Individuals over 18 seeking registration and being assisted with the call will need to confirm they are in agreement with the request (unless it is their legal guardian making the call).

### What happens after the initial contact with the Registration Specialist?

After receiving back the signed *Consent to Obtain Documentation* form the Registration Specialist will seek documentation that confirms the person diagnosis.

*Please see FactSheet: Eligibility for Intellectual Disability Services for more information.*

Once the diagnosis is confirmed the Registration Specialist will contact the person and/or family to schedule an intake meeting. The meeting will be scheduled in a convenient location such as:

- The person's or family's home
- The person's school
- The Allegheny County Office of Intellectual Disability (Two locations—Green Tree and Forest Hills)
- A place in the community convenient for the person/family



### **What is needed for the intake meeting?**

- A copy of the person's Social Security Card and Birth Certificate
- If the individual is not a U.S. citizen, documentation of qualified alien status
- Other information as identified by the Registration Specialist (this will be communicated before the meeting occurs)

### **What happens at the intake meeting?**

- The Registration Specialist will work with the person and the family to complete the Personal Planning Information (PPI) form.
- The Registration Specialist will review Right to Hearing and Appeal information and may, when appropriate, also review Lifesharing and Employment and Day Activity information.
- The Registration Specialist will ask you if you are registered to vote.
- The Registration Specialist will provide the person/family with information about Supports Coordination and contact information for Supports Coordination Organizations (SCO). The person/family will have a chance to choose one of the SCOs. There are three SCOs located in Allegheny County. This choice can be made during the meeting or by contacting the Registration Specialist once the decision has been made.
- Completion of the following forms:
  - HIPAA ( Health Insurance Portability and Accountability Act)
  - Service Preference Form for individuals who are already approved for Medical Assistance or a PA 600 (Medical Assistance Application) for individuals who do not already receive Medical Assistance
  - Supports Coordination Organization Choice Form
  - Consent For Release of Information Form
  - Intake Checklist, to be sure all needed information has been explained

*Additional FactSheets are available regarding Hearings and Appeals, Lifesharing, Employment and Day Activities and Supports Coordination.*

### **What happens after the intake meeting?**

- The Registration Specialist will assign the newly registered person to the Supports Coordination Organization of the person/family's choice.
- The Supports Coordination Organization will provide the person/family with a Supports Coordinator who will contact the person/family to schedule a meeting where they will follow up on any recommendations and begin to assist in future planning.
- The Supports Coordinator will be responsible for locating, coordinating and monitoring services.

Additional information on services and supports is available at the following websites:

- Allegheny County Department of Human Services, Office of Intellectual Disability
- PA Department of Human Services (formerly DPW)

Additional information on services and supports is available at the following websites:

- [www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx](http://www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx)
- PA Department of Human Services (formerly DPW)

Allegheny County Department of Human Services

**Office of Intellectual Disability**

October, 2015

For more information regarding OID, including additional FactSheets visit

[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)



**LEGAL**

		<b>Located</b>	<b>Serves</b>
<b>Allegheny County Bar Association Lawyer Referral Service</b>	(412) 261-5555 <a href="http://www.acbalrs.org">www.acbalrs.org</a>	Downtown	Allegheny Co.

<b>Allegheny County Bar Association Divorce Law Project</b> 920 City-County Building, Pittsburgh, PA 15219 <i>legal representation for low-income people going through a relatively simple divorce, workshops held monthly</i>	(412) 402-6714	Downtown	Allegheny Co.
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<b>Disability Rights Network</b> 701 Law and Finance Building 429 Fourth Avenue, Pittsburgh, PA 15219 <i>legal consultation and representation for individuals with disabilities, education about legal rights</i>	(412) 391-5225 <a href="http://www.drnpa.org">www.drnpa.org</a>	Downtown	No Restrictions
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<b>Education Law Center Pittsburgh Branch</b> 429 4th Avenue, Suite 702, Pittsburgh, PA 15219 <i>works to make good public education a reality for Pennsylvania's most vulnerable children</i>	(412) 258-2120 <a href="http://www.elc-pa.org">www.elc-pa.org</a>	Downtown	Allegheny
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<b>Neighborhood Legal Services Association</b> 928 Penn Avenue Pittsburgh, PA 15222 <i>free legal advice, counsel and representation for civil issues, Elder Law Project, PFA's, income guidelines</i>	(412) 255-6700 <a href="http://www.nlsa.us">www.nlsa.us</a>	Downtown	Allegheny Beaver, Butler Lawrence Ctys.
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<b>Public Defender</b> Suite 400, 542 Forbes Avenue Pittsburgh, PA 15219 <i>legal defense for eligible adult &amp; juveniles for criminal charges or respondents in civil mental health cases</i>	(412) 350-2401	Downtown	Allegheny Co.
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<b>YWCA Legal Resources for Women</b> <a href="http://www.ywcapgh.org">www.ywcapgh.org</a> <i>referral service to legal services</i>	(412) 255-1488	Downtown	No Restrictions (serves men or women)
		non-family law issues family law issues	

**LEGAL SERVICES - CHILDREN'S COURT**

<b>Allegheny County Bar Association Juvenile Court Project (AKA Parent Advocacy)</b> 436 Seventh Avenue, Suite 1100, Koppers Building, Pittsburgh, PA 15219 <i>representation for CYF parents in Children's Court who do not have an attorney, income guidelines apply</i>	(412) 391-4467	Downtown	Allegheny Co
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<b>KidsVoice (AKA Legal Aid for Children or Child Advocates)</b> 700 Frick Bldg, 437 Grant Street, Pgh. PA 15219 <i>representation of children and adolescents in Children's Court dependency proceedings</i>	(412) 391-3100 <a href="http://www.kidsvoice.org">www.kidsvoice.org</a>	Downtown	Allegheny Co.
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**MENTORING**

	<b>Located</b>	<b>Serves</b>
<b>100 Black Men of W PA</b> P.O. Box 254 Pittsburgh, PA 15230 <i>group mentoring for young African Americans with focus on culture, economic, health and education</i>	(412) 361-2142 <a href="http://www.pgh100bm.com">www.pgh100bm.com</a>	Pittsburgh Greater Pgh. Allegheny Co. Beaver Co.
<b>ACE Mentor Program of Pittsburgh</b> One Oxford Center, Suite 4500 Pittsburgh, PA 15219 <i>engage, excite and enlighten high school students to pursue careers in the integrated construction industry</i>	(412) 261-1500 <a href="http://www.acementor.org">www.acementor.org</a>	Pittsburgh Allegheny Co.
<b>Big Brothers and Big Sisters of Greater Pgh.</b> 5989 Centre Ave. Pittsburgh, PA 15206 <i>prevention oriented one-to-one adult friendship and guidance for ages 6 - 13, from single parent families</i>	(412) 363-6100 <a href="http://www.bbbspittsburgh.org">www.bbbspittsburgh.org</a>	East Liberty Allegheny Co. Washington Co.
<b>Male Coalition Program Center for Family Excellence</b> 409 Dinwiddie St., Pittsburgh, PA 15219 <i>helps teenage, young adult, and adult males to address issues that hinder their personal development</i>	(412) 232-0322	Hill District City of Pgh. and Allegheny County
<b>Family Guidance, Inc.</b> 307 Duff Road Sewickley, PA 15143 <i>one-to-one program that provides a mature Christian mentor to befriend a child, ages 7-15</i>	(412) 741-8550 <a href="http://www.familyguidance.net">www.familyguidance.net</a>	Sewickley Allegheny, Butler, Beaver Westmoreland Washington
<b>Goodwill Industries of Western PA Goodguides Youth Mentoring</b> 118 52nd Street, Pittsburgh, PA 15201 <i>career focused mentoring program for at-risk youth between the ages of 12-17</i>	(412) 281-6629 x211	Lawrenceville Allegheny Co
<b>Mentoring Partnership of Southwestern PA</b> One Hope Square, 1901 Centre Avenue, Suite 205 Pittsburgh, PA 15219 <i>helps mentoring programs by providing training, support, education, quality assistance, recruiting, referrals</i>	(412) 281-2535 <a href="http://www.mentoringpittsburgh.org">www.mentoringpittsburgh.org</a>	Strip District SW PA
<b>M.E.S.H. (Moms Educating themselves, Sharing experiences, and Helping each other)</b> Pregnancy Resource Center of the South Hills 101 Drake Road, Suite A Pgh, Pa 15241 <i>Mentoring program for young single moms, providing support, and practical, professional advice</i>	(412) 833-7445 <a href="http://www.prcsh.org">www.prcsh.org</a>	Upper St. Clair Allegheny Co. Wash Co.

**PARENTING EDUCATION**

		<b>Located</b>	<b>Serves</b>
<b>Arsenal Children and Family Center</b> 336 South Aiken Avenue Pittsburgh, PA 15232 <i>offers a variety of parenting education programs and supervised visitation</i>	(412) 345-0008	Shady Side Clairton	Allegheny Co.
	<a href="http://www.arsenalfamily.com">www.arsenalfamily.com</a>		
<b>A Second Chance, Inc.</b> 8350 Frankstown Ave Pittsburgh, PA 15221 <i>birth parent support services including a 12 week structured parenting education class</i>	(412) 342-0600	Wilkinsburg	Allegheny Co.
	<a href="http://www.asecondchance-kinship.com">www.asecondchance-kinship.com</a>		
<b>Children's Hospital of Pittsburgh The Community Education Program</b> 4401 Penn Avenue, Pittsburgh, PA 15224 <i>parenting and health related classes for adults, classes of interest for youth, not for court-ordered consumers</i>	(412) 692-7105	many sites throughout the area	no restrictions
	<a href="http://www.chp.edu">www.chp.edu</a>		
<b>Family Resources First Steps</b> 1425 Forbes Ave, Pittsburgh, PA 15219 <i>home visitation program for mothers of children birth-5, parenting support, child development, respite, nutrition</i>	(412) 363-1702	Sites vary	no restrictions
	<a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a>		
<b>Family Resources The Nurturing Course</b> 1425 Forbes Ave, Pittsburgh, PA 15219 <i>12-week parenting education program for parents with children ages birth-18, programs for children</i>	(412) 363-1702	Sites vary	no restrictions
	<a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a>		
<b>Family Resources Warmline</b> <i>hotline for parents, caregivers and professionals with non-medical parenting concerns and questions</i>	(412) 641-4546 (800) 641-4546		Allegheny Co. & surrounding counties
	<a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a>		
<b>Focus on Renewal Center Positive Parenting Program</b> 901 Grey Ave, McKees Rocks, PA 15136 <i>family support services and support groups for parents</i>	(412) 771-6009	McKees Rocks Hays Manor Meyers Ridge	McKees Rocks Stowe Twp.
	<a href="http://www.forstorox.org">www.forstorox.org</a>		
<b>Genesis of Pittsburgh, Genesis Center</b> 139 North Fremont Avenue Pittsburgh, PA 15202 <i>Free pregnancy testing, counseling, parenting classes, nutrition classes and childbirth classes</i>	(412) 761-1845	Bellvue	no restrictions
	<a href="http://www.genesispggh.org">www.genesispggh.org</a>		
<b>Healthy START</b> 400 North Lexington Street Pittsburgh, PA 15208 <i>support and referrals for families with emphasis on prenatal care, low birthweight infants, family planning</i>	(412) 247-4009	Homewood	sites throughout Allegheny Co.
	<a href="http://www.healthystartpittsburgh.org">www.healthystartpittsburgh.org</a>		
<b>Pregnancy Resource Center of the South Hills</b> 101 Drake Road, Suite A Pgh, PA 15241 <i>Parenting classes to help parents know they're doing the right thing when it comes to their child's care</i>	(412) 833-7445	Upper St. Clair	Allegheny Co. Wash Co.
	<a href="http://www.prcsh.org">www.prcsh.org</a>		

**PREGNANCY - SUPPORT / COUNSELING / RESIDENTIAL**

	<b>Located</b>	<b>Serves</b>
<b>Adagio Health</b> 960 Penn Ave., Suite 600 Pittsburgh, PA 15222 www.adagiohealth.org <i>Prenatal care programs are tailored to meet the individual needs of expectant mothers                      includes nutrition counseling, home medical visits, transportation help, parenting classes, other programs</i>	(800) 215-7494 throughout  Allegheny County	No Restrictions
<b>Allegheny County Health Department, WIC Program                      BreastFeeding Promotion Program &amp; Helpline</b> <i>Helpline will provide phone assistance to any woman needing support while breast feeding</i>	(412) 687-2243	Allegheny Co.
<b>Allegheny County Health Department                      Maternal &amp; Child Health Program</b> 807 Wallace Street, Wilkinsburg, PA 15221 <i>Goal is to maximize the quality of life and health of mothers, infants, children and their families in Allegheny County</i>	(412) 247-7950 <a href="http://www.achd.net/childhth/index.html">www.achd.net/childhth/index.html</a> Wilkinsburg	Allegheny Co.
<b>Alliance for Infants and Toddlers, Inc.</b> The Hough Building, 2801 Custer Avenue Pittsburgh, PA 15227 <i>In-home follow-up, parent education, screening and tracking for at-risk or infants w/ 25% dev. delay; ages b - 3</i>	(412) 885-6000 Brentwood	Allegheny Co.
<b>Birthright of Pittsburgh, Inc.</b> 160 N. Craig Street, Suite 200 Pittsburgh, PA 15213 <i>confidential crisis counseling, free pregnancy testing, support, alternatives to abortion, baby clothing</i>	(800) 550-4900 (412) 621-1988 <a href="http://www.birthright.org">www.birthright.org</a> Oakland	No Restrictions
<b>Children's Home of Pittsburgh                      &amp; Lemieux Family Center</b> 5324 Penn Avenue, Pittsburgh, PA 15224 <i>Licensed, caring counselors available 24/7 to support your decisions. Adoption services available.</i>	(412) 441-4884 (800) 961-7704 <a href="http://www.childrenshomepgh.org">www.childrenshomepgh.org</a> Friendship	Allegheny Co.
<b>Every Child, Inc.</b> <b>Doula Family Support Services</b> 6401 Penn Avenue, Pittsburgh, PA 15206 <i>Childbirth education, labor and delivery support, transportation, tangible assistance</i>	(412) 665-0600 <a href="http://www.everychildinc.org">www.everychildinc.org</a> East Liberty	Allegheny Co.
<b>Family Resources                      First Steps</b> 141 South Highland Ave, Pittsburgh, PA 15206 <i>Home visitation program for mothers of children b-5, parenting support, child development, respite, nutrition</i>	(412) 363-1702 may sites throughout the county	no restrictions
<b>Genesis of Pittsburgh</b> 550 California Ave. Pittsburgh, PA 15202 <i>Parenting classes, clothing and equipment</i>	(412) 766-4934 <a href="http://www.genesispgh.org">www.genesispgh.org</a> Bellevue	No Restrictions
<b>Genesis of Pittsburgh, Genesis House</b> 185 Dakota Ave. Pittsburgh, PA 15202 <i>Residential and home-based services to pregnant women or girls</i>	(412) 766-2693 <a href="http://www.genesispgh.org">www.genesispgh.org</a> Bellevue	Allegheny and Washington Counties
<b>Healthy START</b> 400 North Lexington Street Pittsburgh, PA 15208 <i>Supportive services and info &amp; referral, w/ emphasis on prenatal care, low birth weight, family planning</i>	(412) 247-1000 <a href="http://www.healthystartpittsburgh.org">www.healthystartpittsburgh.org</a> Homewood	Allegheny Co. sites throughout Allegheny County

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[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)

<b>Nurse-Family Partnership</b> 907 West Street, 2nd Floor Pittsburgh, PA 15221 <i>Helping first-time parents succeed</i>	(412) 247-7806	Wilkinsburg	Allegheny Co.
		<a href="http://www.nursefamilypartnership.org">www.nursefamilypartnership.org</a>	

<b>Planned Parenthood of Western PA</b> <a href="http://www.pppw.org/ppwp/">http://www.pppw.org/ppwp/</a> 933 Liberty Ave., Pgh, PA 15222, (800) 230-7526 <i>Clinics providing gynecological care</i>	Bridgeville Downtown Moon Twp	(412) 257-9880 (412) 434-8971 (412) 562-1900 (412) 264-7205	Allegheny County  Greensburg
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<b>Pregnancy Resource Center of the South Hills</b> <b>101 Drake Road, Suite A</b> Pittsburgh, PA 15241 <i>Free pregnancy testing, support for unplanned pregnancies, alternatives to abortion</i>	(412) 833-7445	Upper St. Clair	Allegheny Co. Washington Co.
		<a href="http://www.prcsh.org">www.prcsh.org</a>	

<b>Travelers Aid Society of Pittsburgh</b> <b>Mobile Moms Program</b> , **contact your local hospital or physician for a referral to this program 343 Blvd. Allies, Pittsburgh PA 15222 <i>Transportation for income eligible woman to prenatal checkups, testing appointments and postnatal checkups</i>	(412) 281-5474	Downtown	Allegheny Co.
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<b>Woman's Choice Network</b> 160 North Craig Street, Suite 202 Pittsburgh, PA 15213 <i>Free pregnancy and STD testing, alternatives to abortion</i>	(412) 687-7767	Oakland	Allegheny Co.
		<a href="http://www.imissedmyperiod.org">www.imissedmyperiod.org</a>	

"Service Coordination Units" previously known as "Base Service Units" provide behavioral health services in different catchment areas throughout Allegheny County. Consumers may access services by using their medical insurance or fees can be set on a sliding scale. Depending on the program or income eligibility guidelines, some services may also be free of charge. These agencies offer a wide range of treatment and support for children and adults whose functioning is impaired by mental illness, mental retardation or alcohol and other drug dependency. A consumer may ask to be transferred to a different Service Coordination Unit, but he/she may find it more convenient to start with the program that services his/her area.

The **re:Solve Crisis Network** answers 24 hours per day for emergency mental health counseling and access to mobile mental health assistance 1-888-YOU-CAN or 1-888-796-8226. Call (412) 350-4457 if you are not sure which agency is closest to a certain area or for Information/consultation about 302 involuntary commitments to the hospital.

**Milestone, 412-243-3400**

**Administrative Office: 600 Ross Avenue, Pittsburgh, PA 15221**

[www.milestonecentersinc.org](http://www.milestonecentersinc.org)

**Chartiers MH/MR Center, Inc., 412-221-3302**

**437 Railroad Street, Bridgeville, PA 15017**

[www.chartierscenter.org](http://www.chartierscenter.org)

**Family Services of Western PA, 1-888-222-4200**

**310 Central City Plaza, New Kensington, PA 15068**

[www.fswp.org](http://www.fswp.org)

**Mercy Behavioral Health**

**North - 412 East Commons, Pittsburgh, PA 15212, 412-323-4500**

**South - 330 S. 9<sup>th</sup> St., Pittsburgh, PA 15203, 412-488-4040**

[www.mercybehavioral.org](http://www.mercybehavioral.org)

**Mon-Yough Community Services, MH Outpatient 412-675-8300**

**500 Walnut St., 3<sup>rd</sup> floor, McKeesport, PA 15132**

[www.mycs.org](http://www.mycs.org)

**Stanton Clinic, 412-749-7330**

**111 Hazel Lane, Suite 300, Sewickley, PA 15143**

[www.stantonclinic.com](http://www.stantonclinic.com)

**Turtle Creek Valley MH/MR, 412-351-0222 x4475 Intake**

**723 Braddock Avenue, Braddock, PA 15104**

[www.tcv.net](http://www.tcv.net)

**Western Psychiatric Institute and Clinic, 412-624-2100**

**3811 O'Hara St, Pittsburgh, PA 15213**

<http://wpic.upmc.com/>



**Navigating the mental health system for CHILDREN & ADOLESCENTS can entail contacting an Administrative Service Coordinator (ASC). ASCs can assess the consumers mental health needs, help search and/or link to appropriate services. All mental health services are voluntary. A parent or child over the age of 14 can contact an ASC of their choice to begin the process. You do NOT need medical insurance to access this service.**

<b>Allegheny Children’s Initiative</b> <b>Jeannette Smith</b> 2304 Jane Street Pittsburgh, PA 15203 Phone: 412-390-2609 Fax: 412-431-8124	<b>Chartiers Valley MH/MR</b> <b>Melissa Zirwas</b> 437 Railroad Street Bridgeville, PA 15017 Phone: 412-221-3302 Fax: 412-257-2008
<b>Family Links</b> <b>Haley Dillman</b> 2644 Banksville Road Pittsburgh, PA 15216 Phone: 412-389-0821 (Haley’s direct #) Fax: 412-343-8249	<b>Family Services of Western PA</b> <b>Jamie Husar</b> 414 Corbet Street Tarentum, PA 15084 Phone: 724-335-9883 Ext. 5517 Fax: 724-230-2778
<b>HSAO</b> <b>Kelly DiNapoli</b> 2801 Custer Avenue Pittsburgh, PA 15227 Phone: 412-884-4500 Fax: 412-885-3900	<b>Mercy Behavioral Health</b> <b>Nancy Reed</b> 1200 Reedsdale Street Pittsburgh, PA 15233 Phone: 412-320-2374 Fax: 412-320-2376
<b>Milestone Centers</b> <b>Jill Littman or John Massey</b> 712 South Avenue Pittsburgh, PA 15221 Phone: 412-243-3400 Ext. 351 Fax: 412-731-2684	<b>Mon Yough</b> <b>Amber Kennedy</b> 500 Walnut Street McKeesport, PA 15132 Phone: 412-675-8226 Fax: 412-675-8484
<b>Pressley Ridge</b> <b>Central Admissions</b> 530 Marshall Avenue Pittsburgh, PA 15214 Phone: 1-888-777-0820 Fax: 412-442-4420	<b>Staunton Clinic</b> <b>Mark Oros</b> 111 Hazel Lane Sewickley, PA 15143 Phone: 412-749-7770 Fax: 412-749-7765
<b>Turtle Creek MH/MR</b> <b>Bob Pugh</b> 723 Braddock Avenue Braddock, PA 15104 Phone: 412-351-0222 Fax: 412-351-0180	<b>Western Psychiatric Institute and Clinic</b> <b>Melissa Levy</b> Champion Commons Building, Bldg. #2 5231 Penn Avenue, 2 <sup>nd</sup> Floor Pittsburgh, PA 15224 Phone: 412-204-9001 Fax: 412-204-9069







Individuals behind on utility payments can call their utility companies to arrange a payment plan. Most utilities have **Energy Assistance Programs (EAP's)** that low-income individuals may be able to access if they have had a temporary financial crisis. EAP services may include home visits, budget management, and reduced payments. Some utility companies will also refer clients to **CAP (Customer Assistance Program)** or **CARES (Customer Assistance Referral and Evaluation Service)** programs if asked. Social workers hired within the utility or contracted through other agencies assist low-income or otherwise needy households with either a temporary or long-term reduction in budget payments through CAP and CARES. Contact your utility company for information about these programs.

For additional information visit: [www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Utility-Assistance.aspx](http://www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Utility-Assistance.aspx)

### Dollar Energy Fund

Dollar Energy is a 'fund of last resort' for low-income households; consumers must apply for all other utility assistance programs before applying for Dollar Energy. Usually around the start of October, individuals who have terminated services can apply for assistance; usually around the beginning of March, applicants can apply for assistance regardless of the status of service (please call the phone numbers below for precise dates). The income guidelines differ from the LIHEAP programs. Dollar Energy is available to consumers of most gas and electric companies in Allegheny County as well as PA American Water. Assistance can be accessed through community agencies that provide the application screening. There are many screening agencies throughout Allegheny County. **(888) 282-6816** [www.dollarenergy.org](http://www.dollarenergy.org)

### Dollar Energy Income Guidelines 2015-2016

Household Size	1	2	3	4	5	6	7
Max Annual Income	\$ 23,540	\$ 31,860	\$ 40,180	\$ 48,500	\$ 56,820	\$ 65,140	\$ 73,460

\*Add \$8,320 for each additional person in the household.

### LIHEAP I (Low Income Home Energy Assistance Program)

LIHEAP I is a grant program that assists people on a fixed or low income to pay their fuel bills. Income guidelines apply which vary from year to year. Both homeowners & renters are eligible. The program operates during the heating season starting November 2, 2015 until April 1, 2016. **(412) 562-0330**

### LIHEAP II / Crisis

This financial assistance program runs from November 2, 2015-April 1, 2016 for weather related emergencies such as furnace repair, hot water heating system repair, gas or fuel line repair, heating fuel purchase, and utility bill payment. The following income guidelines apply and payments can be made towards primary or secondary heating sources. **(412) 562-0330**

### LIHEAP Yearly Income Guidelines 2015-2016

Household Size	1	2	3	4	5	6	7
Max Annual Income	\$17,655	\$23,895	\$30,135	\$36,375	\$42,615	\$48,855	\$55,095

\*Add \$6,240 for each additional person per year in the household.

### Public Utility Commission (PUC), Consumer Services

The PUC is a regulation agency that mediates and may resolve consumer complaints against utility companies. The PUC educates the public and monitors companies for regulation compliance. They may also intervene to assist an individual in stopping a utility shut off or in setting up a payment plan. Once a payment plan is arranged through the PUC, and an individual does not keep up with payment arrangements, the utility company has no further authority to arrange payment plans. The service may be terminated, and a client may be required to pay the entire balance to restore service. Many times, utility companies will arrange a payment plan as good as/better than a PUC plan. All attempts to make payment arrangements through utility companies should be made prior to contacting the PUC.

**(800) 692-7380**, <http://puc.state.pa.us>



## VETERANS' SERVICES

	Located		Serves
<b>Allegheny County Veterans' Services Office</b> 4141 Fifth Avenue, Pittsburgh, PA 15213 <i>Insures that Veterans and/or widows &amp; dependents receive entitlements and benefits authorized by regulations</i>	(412) 621-4357	Oakland	Allegheny Co.
	<a href="http://www.alleghenycounty.us/veterans">www.alleghenycounty.us/veterans</a>		
<b>Department of Veterans' Affairs</b> <b>VA Pittsburgh Health Care System/Health Care for the Homeless Veterans</b> University Drive Pittsburgh, PA 15240 OR 1010 Delafield Road Pittsburgh, PA 15215	(412) 822-2222		Allegheny Co.
	<a href="http://www.pittsburgh.va.gov/index.asp">www.pittsburgh.va.gov/index.asp</a>		
<b>Operation Troop Appreciation</b> Century III Mall West Mifflin, PA 15123 3rd Floor (near Sears), look for parking space 100 <i>Provides 'wish list' items for deployed troops to lift moral, provides items for entire units</i>	(412) 653-1317	West Mifflin	
	<a href="http://www.operationtroopappreciation.org">www.operationtroopappreciation.org</a>		
	Open: Tuesday, Thursday, Saturday 12pm-6pm		
<b>Keystone Paralyzed Veterans of America</b> 1113 Main Street Pittsburgh, PA 15215-2407 <i>Mission is to improve the quality of life of paralyzed veterans</i>	412-781-2474 800-775-9323		
	<a href="http://www.kpva.org">www.kpva.org</a>		
<b>Military Connections</b> <i>Provides individual care packages and letters for deployed troops</i>	<a href="http://www.militaryconnections.org">www.militaryconnections.org</a>		
<b>Military Family Network</b> <i>Links military members with various resources</i>	(412) 531-1970	<a href="http://www.militaryfamilynetwork.com">www.militaryfamilynetwork.com</a>	
<b>Veterans Leaderships Program of Western Pennsylvania, Inc.</b> 2471 East Carson Street, Pittsburgh, PA 15203 <i>Provides housing, employment, support services to local veterans</i>	(412) 481-8200	South Side	Western PA
	<a href="http://www.vlpwpa.org/">www.vlpwpa.org/</a>		
<b>VET Center</b> 2500 Baldwick Road, Pittsburgh, PA 15205 2001 Lincoln Way, McKeesport, PA 15132 <i>Readjustment counseling and outreach services to all Veterans who served in any combat zone.</i>	(412) 920-1765 (412) 678-7704	South Side McKeesport	Western PA

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[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)



**VIOLENCE PREVENTION AND HELP FOR PEOPLE WHO ARE  
INCARCERATED, EX-OFFENDERS AND THEIR FAMILIES**

	<b>Located</b>	<b>Serves</b>
<b>A Second Chance, Inc.</b> 8350 Frankstown Road Pittsburgh, PA 15221 <i>Provides assistance to children when parents are incarcerated and CYF places children with relatives.</i>	412-342-0600 <a href="http://www.asecondchance-kinship.com">www.asecondchance-kinship.com</a>	Wilkinsburg Allegheny Co.
<b>Allegheny County Department of Human Services Justice Related Services</b> <i>Support for men and women with mental illness/substance abuse and are involved with the criminal justice system.</i>	412-350-7337 <a href="http://www.alleghenycounty.us/dhs/justicerelatedservices.aspx">www.alleghenycounty.us/dhs/justicerelatedservices.aspx</a>	Pittsburgh Allegheny Co.
<b>Allegheny County Jail</b> 950 Second Avenue Pittsburgh, PA 15219 <i>visiting schedules are subject to change at any time, family and friends are encouraged to call ahead</i>	(412) 350-2000 <a href="http://www.alleghenycounty.us/jail/visit.aspx">www.alleghenycounty.us/jail/visit.aspx</a>	Downtown Allegheny Co.
<b>Amachi Pittsburgh</b> 100 West Station Square Dr., Suite 621 Pittsburgh, PA 15219 <i>Works w/ faith &amp; community based partners to empower children and families regarding parental incarceration</i>	(412) 281-1288 <a href="http://www.amachipgh.org">www.amachipgh.org</a>	Downtown Allegheny Co.
<b>Big Brothers Big Sisters of Greater Pittsburgh, Inc</b> 5989 Centre Ave. Pittsburgh, PA 15206 <i>Mentors for children ages 6 through 13 whose parents or immediate family members have been incarcerated.</i>	412-363-6100 <a href="http://www.bbbspgh.org">www.bbbspgh.org</a>	East Liberty Allegheny Co.
<b>Domestic Abuse Counseling Center</b> 116 Fifth Ave. McKeesport Pa 15132 <i>domestic violence treatment for adult men and women who are abusive; court-mandated and voluntary</i>	(412) 678-1055 <a href="http://www.dacc.net">www.dacc.net</a>	South Side 23+ locations throughout SW PA No Restrictions
<b>Families Outside</b> Family Services of Western PA 6401 Penn Avenue, Second Floor, 15206 <i>low cost transportation to most State and Federal prisons in PA</i>	(412) 661-1670 ext.628 <a href="http://www.fswp.org">www.fswp.org</a>	Allegheny Co.
<b>Family Resources</b> 1425 Forbes Avenue Pittsburgh, PA 15206, <a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a> <i>prevention &amp; treatment (therapy, conflict management, anger management) surrounding child abuse/neglect</i>	(412) 363-1702 (877) 927-6596	East Liberty Downtown McKeesport Allegheny Co.
<b>Lydia's Place</b> Affiliate of Renewal, Inc. 700 Fifth Avenue, 4th Floor 15219 <i>Provides programs for incarcerated offenders or exoffenders, their children, and the children's caregivers.</i>	(412) 697-0880 <a href="http://www.lydiasplace.org">www.lydiasplace.org</a>	Allegheny Co.
<b>Mon Valley Initiative, SPARC</b> 305 East 8th Avenue Homestead, PA 15120 <i>works with ex-offenders on needs that they may have</i>	(412) 464-4000 <a href="http://www.monvalleyinitiative.com">www.monvalleyinitiative.com</a>	Homestead Mon Valley
<b>Pittsburgh Action Against Rape (PAAR)</b> 81 South 19th Street Pittsburgh, PA 15203 <i>crisis intervention and counseling for adult and child victims of sexual assault</i>	(412) 431-5665 (866) 363-7273 <a href="http://www.paar.net">www.paar.net</a>	Southside Primarily Allegheny Co.

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[www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx](http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx)

<b>Pittsburgh Community Services, Inc.</b> 249 North Craig Street Pittsburgh, PA 15213	(412) 904-4700 <a href="http://www.pghcsi.org">www.pghcsi.org</a>	Oakland	City of Pgh.
<i>intensive case management for those with criminal backgrounds to help them reach a life of self sufficiency</i>			

<b>Public Safety - City of Pittsburgh</b> City County Building Pittsburgh, PA 15219	(412) 255-2374 <a href="http://www.pittsburghpa.gov/publicsafety/pirc/">www.pittsburghpa.gov/publicsafety/pirc/</a>	Downtown	City of Pgh.
<i>for individuals involved with gangs or violent street groups trying to move beyond that lifestyle</i>			

<b>Safe Start</b> <b>Allegheny County Department of Human Svcs</b> One Smithfield St. Pittsburgh, PA 15222	(412) 350-3693 <a href="http://www.alleghenycounty.us/dhs/safestart.aspx">www.alleghenycounty.us/dhs/safestart.aspx</a>		Allegheny Co.
<i>reduce violence in the community, identify &amp; successfully intervene in the lives of children impacted by violence</i>			

<b>"Stop the Violence &amp; Heal the Hurting"</b> <b>Divine Intervention Ministries/</b> <b>Central Baptist Church,</b> 2200 Wylie Avenue, Pittsburgh, PA 15219	(412) 621-0622 <a href="http://www.divineinterventionministries.org">www.divineinterventionministries.org</a>	Hill District	No Restrictions
<i>* promotes violence prevention info &amp; referrals which helps hurting families who have lost children to violence get the resources they need</i>			

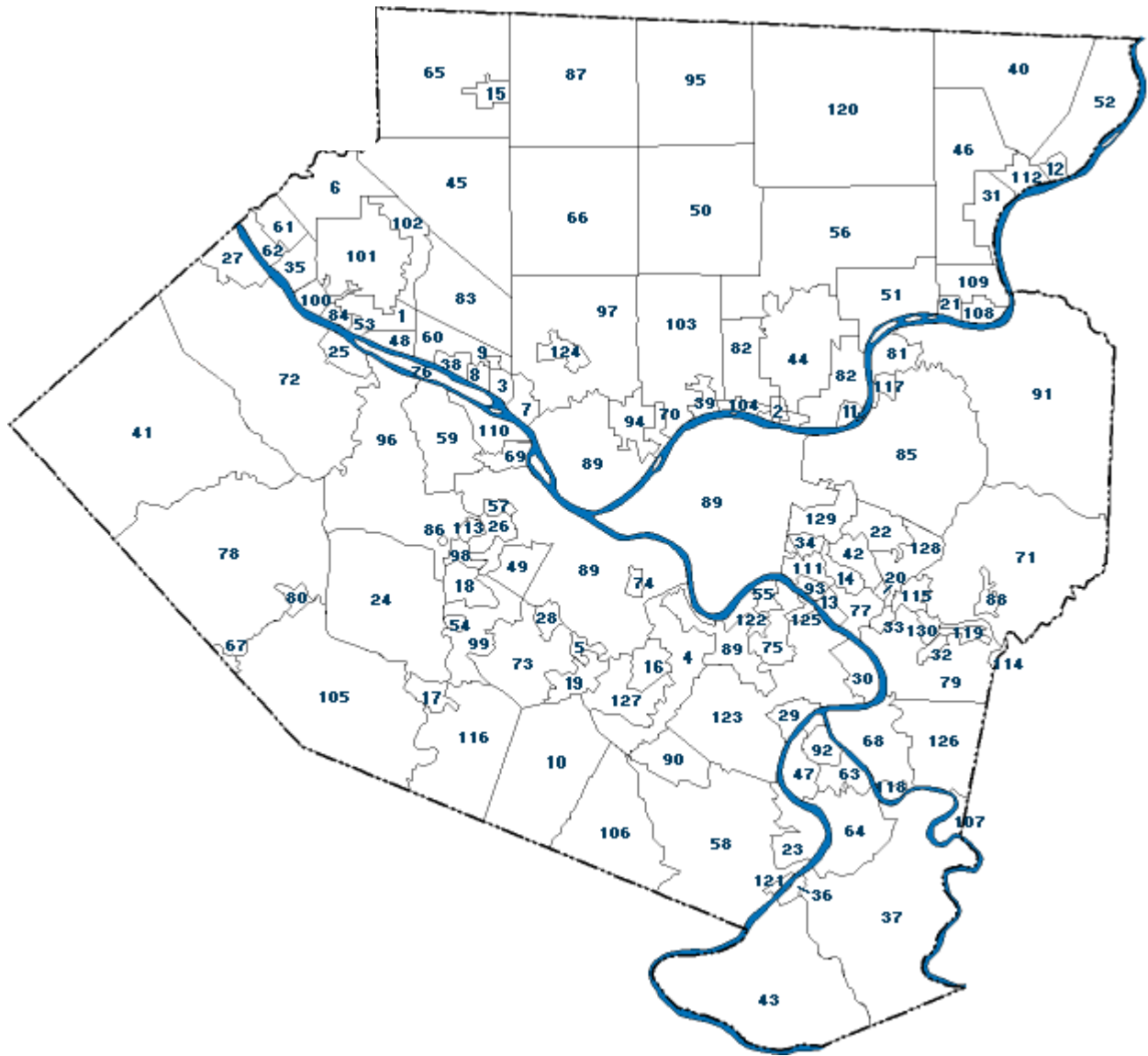
<b>The Program for Offenders, Inc.</b> <b>564 Forbes Avenue, Suite 930, 15219</b>	(412) 281-7380 <a href="http://www.theprogrampgh.org">www.theprogrampgh.org</a>	Downtown	Allegheny Co.
<i>Provides supportive services to male and female offenders and their children.</i>			



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Lower Lawrenceville.....	G3	Swisshelm Park (15218).....	I5
Upper Lawrenceville.....	G2, H2	Terrace Village.....	F4, G4
Lincoln Lemington Belmar (15206).....	I2, I3, J2, J3	Troy Hill (15212).....	F3
Lincoln Place (15206).....	H7, I7	West End (15220).....	D4
Marshall-Shadeland (15036).....	D2, D3, E2, E3	Windgap (15204).....	C3
Manchester (15233).....	E3		

# County Map by Municipality



1. Aleppo Township
2. Borough of Aspinwall 15215
3. Borough of Avalon 15202
4. Borough of Baldwin 15227
5. Baldwin Township 15226
6. Borough of Bell Acres
7. Borough of Bellevue 15202
8. Borough of Ben Avon 15202
9. Borough of Ben Avon Hts.
10. Municipality of Bethel Park 15102
11. Borough of Blawnox 15238
12. Borough of Brackenridge 15014
13. Borough of Braddock 15104
14. Borough of Braddock Hills 15221
15. Borough of Bradford Woods 15015
16. Borough of Brentwood 15227
17. Borough of Bridgeville 15017
18. Borough of Carnegie 15106
19. Borough of Castle Shannon 15234
20. Borough of Chalfant 15112
21. Borough of Cheswick 15024
22. Borough of Churchill 15235
23. City of Clairton 15025
24. Collier Township 15106
25. Borough of Coraopolis 15108
26. Borough of Crafton 15205
27. Crescent Township 15046
28. Borough of Dormont 15216
29. Borough of Dravosburg 15034
30. City of Duquesne 15110
31. East Deer Township 15030
32. Borough of East McKeesport 15035
33. Borough of East Pittsburgh 15112
34. Borough of Edgewood 15218
35. Borough of Edgeworth 15143
36. Borough of Elizabeth 15037
37. Elizabeth Township 15018
38. Borough of Emsworth 15202
39. Borough of Etna 15223
40. Fawn Township 15084
41. Findlay Township 15136
42. Borough of Forest Hills 15221
43. Forward Township 15063
44. Borough of Fox Chapel 15238
45. Borough of Franklin Park 15143
46. Frazer Township 15084
47. Borough of Glassport 15045
48. Borough of Glenfield 15143
49. Borough of Green Tree 15220
50. Hampton Township 15101
51. Harmar Township 15024
52. Harrison Township 15065
53. Borough of Haysville 15143
54. Borough of Heidelberg 15106
55. Borough of Homestead 15120
56. Indiana Township 15051
57. Borough of Ingram 15205
58. Borough of Jefferson Hills 15025
59. Kennedy Township 15108/15136
60. Kilbuck Township 15202
61. Leet Township 15033
62. Borough of Leetsdale 15056
63. Borough of Liberty 15133
64. Borough of Lincoln 15207
65. Marshall Township 15036
66. Town of McCandless 15090
67. Borough of McDonald 15057
68. City of McKeesport 15132
69. Borough of McKees Rocks 15136
70. Borough of Millvale 15209
71. Borough of Monroeville 15146
72. Moon Township 15108
73. Municipality of Mt. Lebanon 15228
74. Borough of Mt. Oliver 15210
75. Borough of Munhall 15120
76. Neville Township 15225
77. North Braddock Borough 15104
78. North Fayette Township 15057
79. North Versailles Township 15137
80. Borough of Oakdale 15071
81. Borough of Oakmont 15139
82. O'Hara Township 15238
83. Ohio Township 15237
84. Borough of Osborne 15143
85. Municipality of Penn Hills 15235
86. Pennsbury Village
87. Pine Township 15090
88. Borough of Pitcairn 15140
89. City of Pittsburgh
90. Borough of Pleasant Hills 15236
91. Borough of Plum 15239
92. Borough of Port Vue 15133
93. Borough of Rankin 15104
94. Reserve Township 15212
95. Richland Township 15044
96. Robinson Township 15136
97. Ross Township 15237
98. Borough of Rosslyn Farms 15106
99. Scott Township 15106
100. Borough of Sewickley 15143
101. Borough of Sewickley Hts.
102. Borough of Sewickley Hills
103. Shaler Township 15116
104. Borough of Sharpsburg 15215
105. South Fayette Township 15017
106. South Park Township 15129
107. South Versailles Township 15208
108. Borough of Springdale 15144
109. Springdale Township 15049
110. Stowe Township 15136
111. Borough of Swissvale 15218
112. Borough of Tarentum 15084
113. Borough of Thornburg 15205
114. Borough of Trafford
115. Borough of Turtle Creek 15145
116. Upper St. Clair Township 15241
117. Borough of Verona 15147
118. Borough of Versailles 15132
119. Borough of Wall 15148
120. West Deer Township 15024
121. Borough of West Elizabeth 15088
122. Borough of West Homestead 15120
123. Borough of West Mifflin 15122
124. Borough of West View 15229
125. Borough of Whitaker 15120
126. Borough of White Oak 15131
127. Borough of Whitehall 15227/15236
128. Wilkins Township 15145
129. Borough of Wilkesburg 15221
130. Borough of Wilmerding 15148